Ashley Watts, MBA, CSPO, PMP

Dallas, TX

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https://ashleywattsportfolio.netlify.app/

PROFESSIONAL SUMMARY

IT Professional with more than ten years of proven experience working in customer service and product management. Empowered, committed and constantly learning with a broad range of experience in programming languages and interactive user interfaces. Possess knowledge of the entire web development process, command line, and shell scripting.

- Leadership
- Data Analysis
- Generative AI

- Project Management
- Time Management
- HTTP/HTTPS Protocols

- Agile Methodologies
- Problem Solving
- Adaptability

TECHNICAL SKILLS

Programming Languages: HTML5, CSS, JavaScript, Python, SQL, Java, Ruby, C#, PHP

Cloud Computing: Amazon Web Services, GitHub Copilot ChatGPT

Software: React, MySQL, Node, Express, MongoDB, MERN, Salesforce, Lynx, Helios, Photoshop, SharePoint

Operating Systems: Linux, Windows 10, Mac OSX, Ubuntu, Android/iOS, Windows Server 2008 & 2012

Hardware: iMac, MacBook pro, MacBook air, iPhone, iPad, Android/Samsung phones and tablets, Windows laptops, Windows Desktops, Windows servers, Desktop printers, Laser jet and Inkjet printers, 3D printing

PROFESSIONAL EXPERIENCE

Citibank | Irving, TX   **May 2022 – Present**

Transaction Lending Product Manager

- Orchestrated and finalized loan transactions and lifecycle events, overseeing data capture, documentation storage, issue resolution, and roadblock mitigation, while executing quality control measures
- Collaborated with transaction management teams, and loan operations to present and deploy operational metrics, conducting comprehensive risk and control reviews to guarantee end-to-end transparency for all stakeholders
- Played a pivotal role in driving the conceptualization, execution, and successful implementation of technical solutions through comprehensive design, rigorous testing, and streamlined rollout processes, resulting in enhanced system efficiency, optimized operations, and improved internal user experience.
- Achieved top performance as a product manager, surpassing key metrics in loan origination, and portfolio management, while maintaining a strong focus on risk mitigation and regulatory compliance

Bank of America| Chicago, IL & Dallas, TX   **June 2018 – May 2023**

Commercial Treasury Advisor

- Collaborated with clients to generate comprehensive transmission reports leveraging Bank of America CashPro digital banking platform, encompassing various transaction types such as checks, ACH, credit cards, billing, and data reports, ensuring streamlined financial management
- Engaged proactively with internal business partners and clients, fostering continuous interaction to amplify client satisfaction
- Ensured timely resolution for clients within service level agreements (SLAs), maintaining accountability for meeting deadlines

Merrill Lynch Wealth Management | Chicago, IL   **May 2017 – June 2018**
Sales and Support Consultant

- Developed a deep understanding of the processes quickly and able to speak to the processes across all levels of the organization
- Administered records by processing an average of 60-100 data captured documents daily, ensuring accuracy, compliance, and seamless data management operations.
- Maintain relationships with business partners across multiple sites for timely client resolution

JP Morgan Chase| Columbus, OH   **October 2013 – April 2015**
Senior Service Support Specialist

- Created, implemented, and continually review planned strategies designed to help clients pursue their long-term goals
- Knowledge and understanding of OFAC, AML, KYC and USA PATRIOT ACT
- Reviewed and determined fraudulent activities based upon software utilization and analysis of electronic money movement, deposits, new account screening, kiting, in-clearing, and fraudulent activity

CERTIFICATIONS AND TRAINING

Path2TECH | nPower | In Pursuit
Bachelor of Arts | Ohio State University | Graduated
Master of Business Administration | Franklin University | Graduated

Certifications
Obtained: Certified Scrum Product Owner (CSPO)
Pursuing: Project Management Professional- Exam (PMP)