

# “MISTY” CISEM ERVA TUTKAVUL

## LEAD QUALITY ANALYST



San Antonio, TX



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### CORE-COMPETENCIES

Data Analysis & Report

Conversion

Business Process Optimization

Quality Control & SLA

Management

Operational Risk & Compliance

Support

MS Office Suite | Tableau | SQL

| RSAM

Flexible – Quick thinker

Workflow Coordination

Process Mapping

Stakeholder Communication

Cross-Functional Teamwork

### EDUCATION

PENDING BACHELOR'S  
DEGREE FROM SNHU  
ESTIMATED GRADUATION  
YEAR: 2026

CYBERSECURITY  
CERTIFICATE  
THINKFUL – 2022

PROJECT MANAGEMENT 101  
CERTIFICATE  
UTSA – 2019

HIGH SCHOOL DIPLOMA  
TASCOSA HIGH SCHOOL –  
2008

### PROFESSIONAL SUMMARY

Detail-oriented and highly analytical business operations professional with over 10 years of progressive experience in financial services. Demonstrated expertise in quality assurance, reporting, data analysis, and cross-functional process improvement. Proven ability to manage regulatory and compliance-driven operations, support business strategy, and ensure adherence to SLAs and control standards. Adept at leading projects and mentoring peers. Seeking to bring operational insight and strategic support to the Business Support Analyst I role at USAA.

### PROFESSIONAL EXPERIENCE

#### LEAD QUALITY ANALYST

OCT 2022– PRESENT

*JPMORGAN Chase Bank*

- Conduct salary-level “Quality on Quality” reviews to ensure compliance accuracy and integrity across daily credit card operations.
- Manage export/import and conversion of compliance reports across user systems, ensuring proper formatting and secure data handling.
- Lead daily event management for printing of operational letters and oversee deletion of sensitive documents.
- Support SLA adherence by tracking hourly specialist performance, identifying risks, and providing coaching or escalations as necessary.
- Serve as go-to escalation point and subject matter expert for leadership-level decisions requiring high confidentiality.
- Contribute to business improvement initiatives by recommending enhancements to control processes and workflow efficiency.
- Produce and analyze end-of-day and weekly reports to support compliance planning and performance management.

#### INVENTORY MANAGEMENT ANALYST

JAN 2016 – OCT 2022

*JPMORGAN Chase Bank*

- Analyzed customer accounts to detect fraud patterns and conducted recovery operations.
- Acted as SME for Chase Online scenarios; collaborated on job aid edits and led special projects.
- Supported senior leadership by answering team inquiries, coordinating loss reviews, and drafting documentation.
- Partnered in Agile teams to improve online service flows and compliance handling for digital transactions.

#### DISPUTE SPECIALIST & FRAUD ANALYST

JUN 2014 – JAN 2016

*JPMORGAN Chase Bank*

- Investigated Visa and Mastercard disputes and chargebacks; facilitated recoveries and coordinated cross-department resolutions.
- Led team meetings and supported onboarding and policy reviews as part of peer mentorship initiatives.