

“MISTY” CISEM ERVA TUTKAVUL

LEAD QUALITY ANALYST



San Antonio, TX



(806) 418-1001



cetutkavul@gmail.com



Linkedin.com/in/cisem-dikmetas-537a62102/ |

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

JPMORGAN Chase Bank

OCT 2022– PRESENT

- 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

JPMORGAN Chase Bank

JAN 2016 – OCT 2022

- 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

JPMORGAN Chase Bank

JUN 2014 – JAN 2016

- 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.