

Professional Summary

Agile and results-oriented Project Management leader with 15+ years of experience specializing in Financial Services, excelling in Mortgage Servicing, Insurance, Acquisitions, and Default Operations. Proven leader in driving transformative change, ensuring regulatory compliance, optimizing business processes, and enhancing operational efficiency in fast-paced environments.

Areas of Expertise

- Agile Project Management
- SDLC & Project Lifecycle Management
- Data Integration & Infrastructure
- Change Management & Process Improvement
- Tools: MS Office Suite, Visio, JIRA, Confluence, MS Project, SharePoint, TFS
- Reporting, Analytics & Business Analysis
- Systems: MSP, iSeries (AS400), FISERV, LPS, Sagent, OnBase Client, APIs & Blue Prism RPAs

Relevant Professional Experience

Strategic Project Manager | Carrington Holdings LLC, Plano, TX | May 2019 – Present

- Developed and executed enterprise strategies, resolving business challenges and promoting process enhancements.
- Fostered partnerships with senior stakeholders to design innovative solutions and map existing processes.
- Managed a portfolio of business projects, analyzed the business impact, and communicated project activities and updates to relevant stakeholders.
- **Achievements:**
 - Led 37 projects in three years, contributing to \$1.5 million in reduced expenses.
 - Automated a department wide Lien Release OnBase document retrieval process, enhancing compliance and efficiency.
 - Spearheaded the Bankruptcy Ledger tool application project, automating manual processes with an anticipated annual ROI of \$232,699.

Senior Business Analyst | Carrington Mortgage Services LLC, Plano, TX | Dec 2016 – May 2019

- Established key performance metrics and designed reporting/dashboard solutions to drive enhanced business performance.
- Designed and analyzed daily and ad-hoc reports for the Bankruptcy department through SQL SSRS,
- Managed relationships between Carrington and prior servicers through acquisitions and service release projects.
- **Achievements:**
 - Saved \$68k by improving Bankruptcy Payment change notification reporting.
 - Enhanced compliance by refining the Post-Petition Fee Notice process.

- Facilitated the successful onboarding of acquisition bankruptcy portfolios through data mining, extraction, and transformation (ETL).

Business Analyst | Fannie Mae, Dallas, TX |

Sep 2014 – Sep 2016

- Supported senior management by providing reporting and analysis to identify opportunities for reducing aged private MI receivable inventory
- Managed relationships between Fannie Mae and Mortgage Insurance resolution lenders and spearheaded the resolution of high-risk disputed MI claims.
- **Achievements:**
 - Monitored compliance with resolution agreements by creating SQL based ad-hoc reporting
 - Implemented operational efficiencies to the investor paid primary and pool mortgage insurance portfolios through monthly servicer calls.
 - Implemented a vendor bill-back process to recover identified losses.

Business Analyst | Bank of America, N.A, Plano, TX |

03/2009-04/2014

- Managed complex Control Tower Change Management initiatives and business continuity functions.
- Identified process gaps and improvements and served as escalation point of contact for change management and access management related issues.
- **Achievements:**
 - Successfully automated user access request tracking and management to department sites using SharePoint 2010 and other role-based access control applications.
 - Ensured adherence to the bank's security standards by conducting quarterly operational audits on user access tracking logs and interfaced with HR team for on-boarding and termination user access reviews.
 - Directly enhanced default loan tracker processes via Business Objects and Excel, boosting daily production and accuracy by 60%.
 - Successfully completed a vendor remediation project with 10 outside vendors to ensure compliance with the bank's enterprise security standards.

Education

Bachelor of Science in Business Administration – Operations Management

University of Texas at Dallas, Richardson, Texas, May 2014

Certifications

- Certified Scrum Master (CSM), April 2023
- Certified Scrum Product Owner (CSPO), October 2023
- PMP Certification (In progress)

Professional Affiliations

- Scrum Alliance Member
- Project Management Institute Member