

ROBERT SMITH

Asst. Compliance Supervisor

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To expand and continually develop analytical skills while working for an organization that has a positive environment and mission.

FEBRUARY 2012 - 2020

ASST. COMPLIANCE SUPERVISOR - SAFEGUARD PROPERTIES, LLC

- Responsible for the understanding and application of Fannie Mae and Freddie Mac mortgage servicing regulations.
- Directed supervise eight full-time analysts (two located off-site).
- Provided leadership and guidance, coaching and training.
- Holds departmental staff accountable for the achievement of goals.
- Interacted closely with clients and regulatory agencies to ensure proper policies and procedures are being met.
- Built custom reporting solutions to meet client requirements.
- Responsible for mitigating potential losses for organization; team prevented over \$1.5M in potential losses.

2008 - 2012

COMPLIANCE SUPERVISOR - DELTA CORPORATION

- Responsible for all utilization review tasks including auditing Individuals files in order to remain in compliance with Medicaid, DBDHS, DMAS, and.
- Act as the Individuals advocate in order to prevent exploitation, abuse, or neglect Provide knowledge and ensure implementation of person-centered.
- Enhanced company's call monitoring program by introducing a formal review process with collectors to reduce unsatisfactory calls, creating incentives.
- Compile & maintain data for daily, monthly, and other various reports for clients and company Assisted in the training of new employees on law issues.
- compliance, risk, & complaints Strong knowledge of federal and state collection regulations, including FDCA, Regulation E (Electronic Fund Transfer).
- Partnered with operations to implement compliance standards that achieved a decrease in law suits filed by over 20% in the last 2 years.
- Advanced knowledge understanding organizational structures to evaluate clients compliance requirements to reduce the information needed from the.

EDUCATION

BA in General Studies - 2005(Kent State University - Kent, OH)

SKILLS

ID/DD Waiver, Customer Service, Medicaid Compliance.