

JESSICA CHEN

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COMPLIANCE SPECIALIST

Dedicated, results-oriented Compliance Specialist with extensive experience in regulatory compliance for financial services, including credit cards, personal loans, and auto loans.

Effective compliance liaison with a friendly disposition and a proven track record for providing hands-on feedback and communicating compliance requirements to internal stakeholders.

Organizationally minded collaborator who brings to the table an exceptional work ethic and a keen ability to evaluate, organize, and prioritize goals to achieve partner SLAs and corporate targets.

CORE COMPETENCIES

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| • Data Auditing | • Regulatory Compliance | • Attention to Detail |
| • Compliance Reviews | • Remediation | • Risk Analysis |
| • Process Improvement | • Document Best Practices | • Product Assessments |

PROFESSIONAL EXPERIENCE

CREDIT SESAME | MAY 2018 TO JUNE 2020

Compliance Specialist

- o Consulted product updates and new feature enhancements throughout the product life cycle from ideation to launch, ensuring a compliant and functional experience.
- o Identified, implemented, and documented dynamic client guidelines and regulatory requirements, enforcing 100+ compliance rules across the product.
- o Built rapport with internal and external stakeholders, becoming the point-of-contact and subject matter expert for internal stakeholders, including business, product, design, and engineering teams.
- o Created, implemented, and iterated on new and existing compliance processes to streamline compliance reviews.
- o Led data governance project for personal and auto loan verticals which reduced turnaround time from 14 days to 1 day and increased client visibility by 150%.

QUINSTREET INC. | JULY 2015 TO MAY 2018

Marketing Compliance Associate

- o Assembled weekly compliance health reports to identify and evaluate media risk patterns.
- o Proactively compiled, cataloged, and monitored thousands of webpages to reduce client media risk.
- o Received, investigated, and resolved consumer complaints with data-driven facts and reporting.
- o Ensured 2,500 compliance requests were completed within SLAs through effective communication with teams and partners.
- o Developed compliance learning guides and goals, implementing learning processes for both individuals and entire teams.
- o Mentored remote team members by providing support, feedback, and guidance.

INCHOL SOLUTIONS | SEPT 2011 TO APRIL 2015

Account Manager

- o Maintained and built customer relationships and answered technical and product questions via email and phone.
- o Drove growth by suggesting products and solutions for customer issues.

ONEBRICK | SEPT 2016 TO PRESENT

Volunteer Coordinator

- o Assess organization needs and reallocate resources to ensure efficient operations.
- o Arrange after-event socials, increasing volunteer engagement and retention.
- o Support volunteers on-site and foster an environment of enthusiasm and unity.

EDUCATION

Bachelor of Arts in Economics and Minor in Political Science - *University of Massachusetts Dartmouth*

TECHNICAL SKILLS

Software: Google Suite (Sheets, Gmail, Drive, Docs), Atlassian (JIRA, Confluence), Salesforce

Regulations: TILA, ECOA, FCRA, CAN-SPAM, TCPA, UDAAP, BSA / AML