

Ilav LUNDE

Manfield, Texas | (682) 414-7950 | ilavlunde30@gmail.com

PROFESSIONAL PROFILE

Bilingual banking and financial professional with 6+ years' experience in contract negotiation, pricing analysis, and financial operations in dynamic, high-pressure environments. Proven track record in customer service, financial support, and HR/payroll functions for major organizations including JPMorgan Chase and MaineHealth. Strong analytical, Excel, and communication skills. Recently relocated back to Texas and ready to contribute expertise to Abbott's Strategic Pricing & Contract team.

CORE COMPETENCIES

Contract Negotiation & Terms Management | Pricing Analysis & Strate | Problem-Solving Financial Modeling (Advanced Excel) | Compliance & Risk Mitigation | Cross-Functional Collaboration (Sales, Legal, Finance) | Client Relationship Management | Bilingual: English & French

TECHNICAL SKILLS

Compliance Knowledge | Recruitment Support | Data Entry | Payroll Processing | Records Management | MS Excel (Advanced) | MS Word, PowerPoint (Proficient) | Salesforce (or other CRM systems, if applicable) | Contract Management Systems | Power BI

EDUCATION

Bachelor of Business Administration

DeVry University, Chicago, IL Graduation Date: June 2023

Bachelor of Human Resources Management

Time University, Tunis, Tunisia Graduation Date: July 2020

EXPERIENCE

JPMorgan Chase Bank December 2024- June 2025 ***Associate Banker Portland***, Maine

- Engages clients as they enter the branch by welcoming them and making them feel appreciated, including managing lobby traffic, checking clients into the waiting queue and scheduling/canceling client meetings
- Helps clients with everyday transactions such as deposits, withdrawals, payments, reordering a debit card, setting up a direct deposit or helping update their address accurately and efficiently, while complying with all policies, procedures, and regulatory and banking requirements
- Educates clients on the usage of technology self-service options such as leveraging the Chase

Mobile App, Chase.com, and ATMs to complete their banking needs

- Assists clients and the branch team by helping with new account openings when needed
- Performs branch operations which may include managing cash devices such as the cash vault, ATM, or others while adhering to all bank policies and procedures

Norway Savings Bank March 2023 – December 2024 **Customer Relationship Representative**
Float Portland, Maine

- Process daily transactions, including over 100 deposits, withdrawals, and loan payments, ensuring a positive customer experience and accuracy in financial operations.
- Utilize banking software and maintain compliance with policies and procedures to uphold security standards in branch operations.
- Cross-sold banking services, successfully identifying opportunities that result in a 15% increase in customer uptake of additional products.
- Travel to multiple branches to provide superior customer service to new and existing customers in a professional and informative manner. Solicit new business and help build customer relationships by connecting them with team members who can help meet their financial needs.

MaineHealth September 2022 – February 2023 **Patient Service Representative**
Portland, Maine

- Collected and updated patient information prior to medical appointments, ensuring accuracy and compliance with health records standards for over 50 patients daily.
- Assisted patients in completing necessary forms, including medical history and consent documents, enhancing the efficiency of the patient intake process.
- Managed payment processing for medical services, accurately handling cash and credit transactions while addressing patient inquiries and concerns to ensure satisfaction.

DGDA – General Directorate of Customs DRC July 2019 – September 2019 **Human Resources (Internship)** Kinshasa

- Assisted in reviewing payroll systems, onboarding processes, and personnel files to ensure accuracy and compliance with national labor laws.
- Supported internal audit preparation and documentation, verifying that HR contracts and employee records met regulatory standards.
- Collaborated with senior HR staff to review and update employment contracts, focusing on aligning terms and conditions with organizational policies.
- Helped prepare ad hoc reports and analysis for management on workforce costs, contract

terms, and potential risk areas.

- Provided administrative support during contract negotiations with external consultants and vendors.

Tunis Consulting Group November 2018 - June 2019 **Finance & Administrative Coordinator** Tunis, Tunisia

- Supported monthly and quarterly reporting cycles, including tracking expenses and budget forecasting to optimize contract pricing for client projects.
- Prepared detailed financial summaries and pricing analyses for senior consultants and project managers, highlighting P&L impact and revenue trends.
- Developed and maintained Excel-based financial dashboards to monitor KPIs and project budgets, improving decision-making for contract negotiations.
- Assisted with drafting and reviewing consulting agreements, ensuring alignment with company policies and client requirements.
- Worked closely with cross-functional teams, including legal and procurement, to ensure compliance in vendor contracts and pricing structures.
- Coordinated with external clients to clarify billing terms, resolve discrepancies, and manage contract amendments.
- Created ad hoc pricing and cost analysis reports to support new business proposals.

La Poste Tunisienne July 2017 – May 2018 **Human Resources Assistant (Payroll)** Tunis, Tunisia

- Assisted in the recruitment process, including candidate selection and conducting interviews, contributing to the hiring of over 20 employees during my tenure.
- Maintained employee records by compiling and updating paper and electronic files, ensuring compliance with statutory requirements and facilitating accurate payroll processing.
- Coordinated new employee orientation logistics and supported HR training programs, enhancing onboarding efficiency and employee engagement through workshops and seminars.
- Managed payroll for 300+ employees, reviewed timesheets, and ensured compliance with local labor laws.
- Created financial reports for HR and finance departments.
- Supported budget tracking and internal audits related to employee costs.