

## DIVISION OPERATIONS & RISK OVERSIGHT MANAGER RISK MANAGEMENT LEADER

Visionary Operations Executive with solid experience managing all levels of multiple projects including budgeting and administration.

### Professional Experience

Division Operations & Risk Oversight Manager 03/2014 - 04/2016 Company Name City , State

- Successfully planned and built a new business model for operations team; successfully streamlining internal processes and mitigating operational and financial risk Developed third party risk management oversight platform consisting of management, awareness and testing exercises Provided oversight of divisional monthly financial management requirements and oversight of budget administration (i.e.
- vendor accruals, invoice sampling, payment reconciliations, and purchase order fulfillment) Provided oversight & administration of divisional operational change management tool (PBF/ORR) Provided oversight of vendor SOW Harmonization (Operational Risk Prevention) Provided oversight and governance of divisional procedure documents Regularly provided operational and or strategic planning support to 5 Directors, COS, and VP.

Operations & Risk Oversight Manager 05/2013 - 03/2014 Company Name City , State

- Planned and built a new business team for the division Provided oversight of Foreclosure Prevention & Outreach (FP&O) Post-Mod Counseling monthly financial management (i.e.
- vendor accruals, invoice sampling, payment reconciliations, and purchase order fulfillment) requirements and quality assurance responsibilities Departmental SPOC for risk oversight/awareness and remediation Developed divisional change management tool (PBF/ORR) Developed vendor SOW Harmonization platform Provided oversight and governance of divisional procedure documents Regularly provided strategic planning and operational insight/support to 2 Directors and VP.

Vendor & Compliance Manager 09/2011 - 05/2013 Company Name City , State

- Regularly reported to departmental Director & partnered with key internal stakeholders Developed FPO's Post Modification Counseling vendor quality assurance program Developed and managed FPO's Post Modification Counseling vendor invoicing platform Managed/completed Foreclosure Prevention & Outreach (FP&O) Post-Mod Counseling monthly financial management requirements (i.e.
- vendor accruals, invoice sampling, payment reconciliations, and purchase order fulfillment) Conducted onsite FPO's Post Modification Counseling non-profit/for profit vendor compliance/QA audits Regularly provided strategic planning and operational insight/support to 2 Directors.

BPO Vendor Manager 12/2008 - 09/2011 Company Name City , State

- Regularly reported to departmental Director, Executive Director & partnered with key internal/external stakeholders Performed Vendor onsite audits (QA/HR/Ops Risk); including domestic and international Managed Vendor performance to SLAs / KPIs, including forecasting to actuals Communicated existing and emerging operational risks to senior leadership and procurement; project managed remediation efforts Provided operational insight in the development/extension of Vendor SOW's Managed operational and executive vendor relations Acted as the first line of defense in vendor incident management Managed direct reporting management level analysts and 4 BPO Vendor Relationships.

Network Operations Manager 04/2008 - 12/2008 Company Name City , State

- Regularly reported to departmental Director Met/Exceeded KPIs and SLAs Provided oversight of FiOS network provisioning and order fulfillment Provided oversight of network outage management including stakeholder communications Managed first and second step labor union grievance hearings Managed internal/external inbound network support call center (200+Hourly/Union workforce and management level direct reports).

Network Operations Supervisor 03/2006 - 04/2008 Company Name City , State

- Met/Exceeded national network provisioning and order fulfillment performance metrics Supported FiOS sales channels and regional operations (provisioning fallout and facilities assignment) Participated in FiOS cross-functional teams on network and provisioning system enhancements Managed planned and unplanned network outages Effectively managed labor union relationships Regularly reported to team Manager and department Director.

Network Operations Specialist 09/2005 - 03/2006 Company Name City , State

- Performed root cause analyses and monitored completion of remediation plans by business owners Provided FiOS quality assurance data and call calibrations for Managers and Directors Performed associate level ticket audits and quality observations for FiOS provisioning and repair/maintenance Collaborated with national/regional operations teams in the development of FiOS provisioning processes and procedures Facilitated associate level FiOS provisioning training Regularly reported to team Manager and department Director.

#### Education

2011 Villanova University Certificate

2004 Bachelors of Arts and Applied Science (BAAS) : University of North Texas - Applied Technology and Performance Improvement City , State GPA: Cum Laude Cum Laude Applied Technology and Performance Improvement

2002 Certificate in Computer Network Technology Associate (CNTA) : Southern University City , State

2001 Associate of Science : Southern University - Computer Science City , State Computer Science

Associate of General Studies : Mathematics Mathematics

#### Skills

accruals, budget, call center, change management, Counseling, financial, financial management, forecasting, functional, HR, invoicing, leadership, Director, Mod, network support, Network, processes, procurement, profit, Project Management, quality, quality assurance, QA, reporting, risk management, sales, strategic planning, vendor relations