
MARIANNE BOERENKO

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PROFESSIONAL SUMMARY

Thirty-year Credit Union Professional known to contribute to the success of the organization through hard work, attention to detail and excellent organizational skills. Clear understanding of Credit Union systems, processes and Compliance regulations. Motivated to learn, grow and excel in Information Technology.

SKILLS

- Human Resource Processes
- Business requirements process analysis
- Research and document management
- Microsoft Office Suite
- Diverse experience across organizational business functions
- Communication; written and verbal
- IT Systems analysis and implementation

WORK HISTORY

TA Business Analyst, 07/2018 to Current

Partners Federal Credit Union – Orlando, Florida

- Led cross-functional project team in delivery of a Knowledge Management research project requiring close cooperation among members to share information and develop solutions to meet broad array of deliverables.
- Worked with all business units to understand and identify requirements to meet their individual needs.
- Designed and implemented communication strategy for assigned projects.
- Worked with Communications Manager to resolve communication gaps and improve access to information for our internal clients.
- Cultivated relationships with various vendors through building trust and cooperative relationships while holding them to agreed timelines and outcomes.
- Documented month-end SAP Workplace reporting processes for the Human Resources Team.

Training Integration Manager, 3/2015 to 07/2018

Partners Federal Credit Union – Orlando, Florida

- Performed system analysis, documentation, testing, implementation and user support for technical platform transitions.
- Planned and monitored implementation of technology-based learning programs.
- Scheduled and taught in class and online technical courses to increase learning opportunities.
- Quickly adapted technical training plans for client needs, keeping timelines and requirements in mind.

- Supported first Agile project team in delivery of new mobile banking platform fostering close cooperation among project members and business units to share information and develop solutions to meet broad array of deliverables.
- Administered Compliance Training Program

TA Supervisor of Training, 04/2012 to 03/2015

Partners Federal Credit Union – Orlando, Florida

- Reduced workflow inconsistencies by assisting in the recruitment and hiring of capable staff members.
- Evaluated employee performance on a bi-annual basis and conveyed constructive feedback to improve skills.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.

Human Resources Project Manager 12/2011 to 4/2012

Partners Federal Credit Union – Orlando, Florida

- Led cross-functional project team in delivery of a Performance Management implementation project requiring close cooperation with executive and business units to ensure all Cast Members were integrated into the new system with minimal interruption to business lines.
- Worked with all business units to understand and identify requirements to meet their individual needs.
- Designed and implemented communication strategy for assigned projects.
- Cultivated relationships with various vendors through building trust and cooperative relationships while holding them to agreed timelines and outcomes.

Senior Technical Training Specialist, 05/2007 to 12/2011

Partners Federal Credit Union – Orlando, Florida

- Maintained current understanding of technical processes and lagging skills.
- Broke technical concepts down into easily understood terms.
- Conducted integrated courses and training modules focused on key areas.
- Collaborated with leadership to determine technical training needs.
- Developed new training programs such as online modules, interactive software and online programs and provided consistent training to Cast Members to ensure long-term excellence.

Compliance Administrator, 03/2001 to 07/2005

Partners Federal Credit Union – Orlando, Florida

- Managed full life cycle of assigned audits in alignment with departmental procedures, delivering progress as well as closing reports to senior management and clients.
- Defined and developed policies and procedures for compliance with credit union laws and regulations.

Teller, Head Teller, Member Service Representative, 09/1990 to 03/2001

Partners Federal Credit Union – Orlando, Florida

- Executed customer transactions, including deposits, withdrawals, money orders and checks.
- Recommended loan approvals and denials based on customer loan application reviews.

EDUCATION

Bachelor of Arts: Liberal Studies, Technical Writing, Class of 2000

University of Central Florida - Orlando, Florida

Data Analytics and Visualization Bootcamp Certification

University of Central Florida, November 2020

Relevant Skills: Python, SQL, HTML, JavaScript, Tableau, Machine Learning