Michelle L Williams

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Objective:

Highly motivated professional with a background in IT and finance, seeking to leverage strong analytical, problem-solving, and project management skills in a dynamic role. Committed to achieving success within a forward-thinking company by applying my expertise to drive innovation and growth.

Skills:

- **Excellent**: Verbal and written communication skills.
- **Problem Solving:** Creative problem-solving and critical thinking skills.
- **Detail-Oriented:** Meticulous attention to detail.
- **Analytical:** Strong analytical abilities.
- **Customer Service:** Excellent customer service & support skills, Empathy
- **Project Management:** Proficient in project management.
- **Collaboration:** Collaborative team player.
- **Independence:** Comfortable working independently.
- **Leadership:** Leadership abilities.
- **Adaptability:** Demonstrated ability to adapt to different environments.
- **Cybersecurity:** Incident response, cybersecurity framework.
- **Technical Skills:** Proficiency in Linux command line, NIST framework, SQL, Python, AS/400, RPG
- **Data Analysis**: Power BI, R, Excel, Tableau
- **Sales:** Sales expertise, relationship building
- **Data Entry:** Skilled in data entry.
- **Compliance/Regulatory:** Knowledge of compliance and regulatory requirements.
- **Banking/Finance:** Experience in the banking and finance sector.
- **Tools:** Familiar with LexisNexis, Jira software, Agile/Scrum methodology, Asana, Encompass, Calyx/Point.
- **Software:** Proficiency in Microsoft Office Suite.

Professional Experience:

TELUS International A.I Data Solutions | Sept 2023 - Present
Freelance Data Analyst | Remote

- Conduct analysis and provide feedback on various types of content, including text, web pages, and images.
- Focus on improving the relevance of search engines and training digital assistants to understand multiple languages and dialects.
- Collaborate with diverse teams to break machine-learning barriers and facilitate the development of human-learning bridges worldwide.

AmeriSave Mortgage Corporation | Apr 2022 - Present
Licensed Mortgage Banker | Remote

- Origination of residential mortgages.
- Educate, advise, and manage clients throughout the financial path to homeownership
- Perform detailed analysis, data entry, credit risk analysis, and preliminary underwriting.
- Ensure accurate loan applications meet regulatory/compliance guidelines.
- Manage technical and non-technical onboarding, project management, and collaboration with internal and external teams.

Americas Mortgage Professionals | Jan 2022 - Apr 2022

Licensed Mortgage Originator | Remote

- Origination of residential mortgages.
- Educate, advise, and manage clients throughout the financial path to homeownership
- Conduct detailed analysis and credit risk assessments.
- Ensure accurate loan applications meet regulatory/compliance guidelines.
- Manage technical and non-technical onboarding, project management, and collaboration with internal and external teams.
- Proficient in Calyx.

Carrington Mortgage Services | Mar 2021 - Nov 2022

Licensed Mortgage Originator | Remote

- Origination of residential mortgages.
- Educate, advise, and manage clients throughout the financial path to homeownership
- Perform detailed analysis, data entry, credit risk analysis, and preliminary underwriting.
- Ensure accurate loan applications meet regulatory/compliance guidelines.
- Manage technical and non-technical onboarding, project management, and collaboration with internal and external teams.
- Proficient in Encompass.

Guaranteed Rate | Jul 2020 - Feb 2021

Licensed Mortgage Originator | Remote

- Origination of residential mortgages.
- Educate, advise, and manage clients throughout the financial path to homeownership
- Perform detailed analysis, data entry, credit risk analysis, and preliminary underwriting.
- Ensure accurate loan applications meet regulatory/compliance guidelines.
- Manage project management, collaboration with internal and external teams.
- Partnered with the training department to onboard new loan officers.
- Proficient in Encompass.

Golden Oak Lending | Jul 2018 - Jul 2020

Licensed Mortgage Originator | Pittsburgh, PA

- Origination of residential mortgages.
- Educate, advise, and manage clients throughout the financial path to homeownership
- Perform detailed analysis, data entry, credit risk analysis, and preliminary underwriting.
- Ensure accurate loan applications meet regulatory/compliance guidelines.
- Manage technical and non-technical onboarding, project management, collaboration with internal and external teams.

KeyBank Mortgage | Feb 2018 - Jun 2018

Licensed Mortgage Loan Officer | Pittsburgh, PA

- Origination of residential mortgages.
- Educate, advise, and manage clients throughout the financial path to homeownership
- Perform detailed analysis, data entry, credit risk analysis, and preliminary underwriting.
- Ensure accurate loan applications meet regulatory/compliance guidelines.
- Manage technical and non-technical onboarding, project management, collaboration with internal and external teams.
- Collaborated with various bank branches to provide mortgage solutions for KeyBank clients.

Finance of America | Jun 2017 - Jan 2018

Licensed Mortgage Originator/Processor | Pittsburgh, PA

- Origination of residential mortgages.
- Educate, advise, and manage clients throughout the financial path to homeownership
- Perform detailed analysis, data entry, credit risk analysis, and preliminary underwriting.
- Ensure accurate loan applications meet regulatory/compliance guidelines.
- Manage project management, collaboration with internal and external teams.
- Responsible for networking/prospecting and building outside relationships.
- Responsible for processing files and collaborating with 3rd party vendors for a smooth closing.

Reliance First Capital LLC | Jul 2014 - Jul 2017

Licensed Mortgage Analyst/Assistant Team Lead | Pittsburgh, PA

- Origination of residential mortgages.
- Educate, advise, and manage clients throughout the financial path to homeownership
- Perform detailed analysis, data entry, credit risk analysis, and preliminary underwriting.
- Ensure accurate loan applications meet regulatory/compliance guidelines.
- Manage technical and non-technical onboarding, project management, and collaboration with internal and external teams.
- Support and guide loan officers for successful outcomes.

Prudential Preferred Realty | Mar 2011 - Aug 2014

Real Estate Sales Agent | Pittsburgh, PA

- Facilitated clients through buying and/or selling residential real estate.

FedEx Services - FedEx Ground | Jul 2002 - Nov 2013

Programmer Analyst at FedEx Ground Legal Division | Pittsburgh, PA
- Solely supported the FedEx Ground Legal division's third-party software.
- Acted as the primary IT liaison to troubleshoot and resolve issues.
- Provided training to the legal division by collaborating with third-party vendors.

Programmer in the Headquarter Applications Group
- Collaborated with various business areas to define requirements for creating applications.
- Supported, maintained, and enhanced applications on multiple platforms including I Series/AS400, UNIX/LINUX, PHP, and Web development.
- Wrote and executed complex SQL queries to support various investigations.

Technician - Operations Systems Support
- Provided 2nd level technical support for field systems such as radio frequency scanners, access points (transmitters), STAR II/SWAK scanners, and OnVan Wireless Communications system.
- Conducted version updates, log file analysis, and inventory management.
- Analyzed and interpreted log files
- Monitored and maintained over 77,000 pieces of data collection and transmission equipment nationwide.

Allegheny North Veterinary Hospital | Jul 2006 - Dec 2012

Receptionist/Web Content | Pittsburgh, PA

- Provided excellent client service.
- Managed practice schedule, answered phones, scheduled patients, and maintained patient records.
- General office duties including cash transactions.
- Trained new receptionists.
- Maintained website development and content management.

H&R Block | Dec 2008 - Apr 2009

Tax Associate | Pittsburgh, PA

- Tax Associate
- Prepared Federal, State, and Local income taxes.
- Handled customer service, scheduling, walk-in clients, and utilized the POS system.

Today's Office Staffing | Jul 2001 - Jul 2002

Help Desk Analyst | Pittsburgh, PA

- Help Desk Analyst (Xerox Corporation - Fleet Accounts)
- Troubleshot service/network printing issues.
- Analyzed and maintained help desk logs.
- Followed up with clients to ensure completion of service/satisfaction.

Today's Office Staffing | Mar 2000 - Apr 2001

Project Administrator | Pittsburgh, PA

- Project Administrator (Union Switch & Signal - Automation & Information Systems)
- Maintained all documentation.
- Prepared, processed, and tracked contract change proposals and orders.
- Reconciliation of cash receipts and subcontractor invoicing.
- Liaised with finance, accounting, and legal departments.
- Functioned as a member of the project team.
- Collaborated with various internal and external teams.

Education:

- University of Phoenix
  - Bachelor's Degree - Information Technology
- Pittsburgh Technical Institute
  - Microsoft Network Professional Plus
  - Microsoft Certified Professional
- The Art Institute of Pittsburgh
  - Associate's Degree - Specialized Business

Certifications:

- Coursera Google Cybersecurity Professional Certificate - 2023
- Coursera Google Project Management Professional Certificate
- 101 Blockchain Certified Blockchain Security Expert - Certificate 2023
- Udemy Mastering Data Science Basics Certificate 2023
- Alison Fundamental Data Analysis with Power BI - Certificate 2023
- Alison Tableau Desktop - Certificate 2023

Training:

- Blackstone Career Institute Legal Assistant/Paralegal - 2023
  - Fundamental understanding of various areas of law, efficient legal research, legal professional duties and ethics.
- The Definitive GRC Analyst Master Class, SimplyCyber - 2023
  - In-depth knowledge of the NIST Cybersecurity Framework and its components: Identify, Protect, Detect, Respond, and Recover.