# 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:

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| **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.