PETER REZANKA

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OFFICER; SENIOR BUSINESS CONTROL SPECIALIST │ COMPLIANCE & RISK MANAGEMENT

Oversight, Reporting, Analytical, and results-oriented Financial Services professional with extensive experience in managing program governance, complex data and projects across State and Federal regulatory compliance and analyzing internal audits. Successfully oversees risk management and global quality programs. Proven track record for high-performance, compliant, and collaborative teams.

RECENT CODING BOOTCAMP GRADUATE │ FULL STACK DEVELOPER

Immersive 6-month long Bootcamp with focus on Front-End/Back-End MERN Stack applications with numerous technologies; React.js, MongoDB, Express.js, Node.js.

PROFESSIONAL EXPERIENCE

BANK OF AMERICA
OFFICER; SENIOR BUSINESS CONTROL SPECIALIST   2012 TO PRESENT
OPERATIONS ANALYST

- Quality Program Leader responsible to adherence to numerous Standards, Policies, and Procedures within Enterprise Fraud Management and Control (EFM&C).
- Drives program oversight and reporting with 3 Quality Managers and GDCE partners.
- Acts as a Consultant/Advisor to Quality Programs within Merrill Lynch (GWIM).
- Manages and monitors quality oversight and governance metrics, including compliance to regulations, reconsider rates, adherence to procedures, audits (SIAI, CIAI, RIAI, AIAI), and MRAs.
  KEY ACCOMPLISHMENTS
- Successful implementation of year-long project to overhaul LOB owned Quality Assurance Program. Program now provides a Primary Risk Control (PRC) Process Score along with a targeted Associate Procedural Score.
- Create and implemented Monthly Quality-E2E (End to End) Testing Oversight Routine which brings to together key business partners (Compliance, Ops-Risk, PRC, Issue Management, and LOB)

OPERATIONS ANALYST   2008 TO 2011
CONSUMER BANKER AND CREDIT CARD SERVICES   2004 to 2008

- Worked on collaborative, cross-functional teams to develop and implement New Account Fraud strategies which resulted in a $3.89M+ savings within 1 year. Evaluated existing processes and determined a key improvement to identify customer patterns; created procedures in compliance with regulation and policy.
- Led a project over several months to organize, review, and analyze 2,000+ representments; identified source of transaction errors and presented results to Line of Business (LOB) executives.
- Supported new program launch and operating system implementation, including Fusion, Reliant, and Itemized Affidavit. Successfully completed the Claims Associate Development Program.

REGULATORY AND TECHNICAL

Regulation E │ Regulation Z │ Regulation P Regulation B │ TCPA │ FCRA │ BSA │ NACHA │ NPI CAN-SPAM │ OFAC │ various Federal & State laws	Microsoft Office Suite │ Advanced Excel User Microsoft Silverlight │ VBA │ Microsoft Access │ NICE CCMS │ QTS │ SQL Training

EDUCATION AND CERTIFICATION

Certified Full-Stack Developer, University of Penn LPS
Bachelor of Science, Management and International Business, Pennsylvania State University
Completed 6-month Study Abroad Program, Universiteit Maastricht, Maastricht Netherlands,
Certified in Microsoft Excel