PETER REZANKA

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AVP; SENIOR BUSINESS CONTROL MANAGER │ QUALITY ASSURANCE

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

UNIVERSITY OF PENNSYLVANIA CODING BOOTCAMP GRADUATE │ FULL STACK DEVELOPER | TEACHING ASSISTANT

Immersive 6-month long Bootcamp with focus on Front-End/Back-End MERN applications with numerous technologies; Java, React.js, ECMAScript, MongoDB, SQL, Express.js, Node.js, npm, Mocha, Chai

Teaching Assistant for Full Stack program for Vanderbilt University for 13 students, recognized for being an awesome TA!

PROFESSIONAL EXPERIENCE

BANK OF AMERICA
AVP; SENIOR BUSINESS CONTROL SPECIALIST   2012 TO PRESENT

- Responsible for Technical Management for multiple Stateside/GBS/Vendor Quality Programs to adherence to numerous PRCs comprised of Enterprise/LOB Standards, Policies, and Procedures within Fraud and Claims Strategy and Operations, @1,500 associates.
- Developed advanced/detailed/interactive Reporting that provides both PRC and Employee Performance.
- Maintenance of multiple SQL Sampling Queries, that continue to open capacity for Team.
- Created Routines and Reporting for management of Quality Analyst Performance.
- Drives program oversight and reporting with 4 Stateside/International Front-Line (FL) Quality Managers.
- Acts as a Consultant/Advisor to Quality Programs within Merrill Lynch (WCLS).
  KEY ACCOMPLISHMENTS 2017 TO PRESENT
- Led successful implementation of 2 year-long project to overhaul LOB owned Quality Program to adhere to Enterprise Standard. Program now provides RELIABLE, REPEATABLE, and REPRODUCIBLE results, with Primary Metrics; Process Score and Associate Procedural Score.
- Created and implemented E2E (End to End) Testing Oversight Routine which brings to together key stakeholders (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.
- Supported new program launch and operating system implementation, including Fusion, Reliant, and Itemized Affidavit. Successfully completed the Claims Associate Development Program.

REGULATORY AND CURRENT TECHNOLOGIES

Regulation E │ Regulation Z │ Regulation P Regulation B │ TCPA │ FCRA │ BSA │ NACHA │ NPI CAN-SPAM │ OFAC │ SCRA	Microsoft Office Suite │ Microsoft Silverlight │ VBA SAS EG │ NICE Database │ Multiple ReportNet Servers WinSCP │ Toad Data Point │ HULC

EDUCATION AND CERTIFICATION

Certified Full-Stack Developer, University of Pennsylvania LPS
Bachelor of Science, Management and International Business
Pennsylvania State University
Universiteit Maastricht, Maastricht Netherlands,
Certified in Microsoft Excel