

OFFICER; SENIOR BUSINESS CONTROL SPECIALIST | COMPLIANCE & RISK MANAGEMENT

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.

PROFESSIONAL EXPERIENCE

BANK OF AMERICA

OFFICER; SENIOR BUSINESS CONTROL SPECIALIST (VIRTUAL) OPERATIONS ANALYST

2012 TO PRESENT

- Serves as subject matter expert (SME) to adherence to regulations, policies, and procedures within Enterprise Fraud Management and Control (EFM&C).
- Quality Data SME that is responsible for collecting and sorting data from SQL Database, including creation of self-service reports
- Provides quality program, reporting support, and leverages expertise to make strategic recommendations to Global Wealth Investment Management (GWIM), Health Benefit Solutions, and Client Managed Segments.
- Drives program oversight and reporting with 3 Quality Managers and GDCE partners.
- Manages and monitors quality oversight and governance metrics, including compliance to regulations, reconsider rates, adherence to procedures, audits (SIAI, CIAI, RIAI, AIAI), and MRAs.
- Implements procedures to ensure compliance and control across business processes (PRC)s. Supports quality program changes by identifying risk and threshold; manages issues through resolution.
- Reviews defects to identify the source; facilitates review and rebuttal process of the defect part; collects and analyzes results for reporting to business partners and Senior VP; Business Control Manager.

KEY ACCOMPLISHMENTS

- Successful implementation of year-long project to overhaul LOB owned Quality Assurance Program. Program now provides a Process Score along with Associate Procedural Score.
- Successfully met all requirements for quarterly audits since 2016.
- 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)
- Requested to serve as back-up Assistant VP; Senior Business Control Specialist to manage and administer system access and controls and maintain spreadsheet governance; managed all project deliverables.

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

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