Sr Operations Support Analyst Sr Operations Support Analyst Jacksonville, FL Work Experience Sr Operations Support Analyst Ditech - Jacksonville, FL January 2019 to Present   Perform research and analysis to support business operations and present findings to executive committee   Analyze company processes and make recommendations for process improvements   Conduct population pulls, sampling, and execute testing surrounding data within a prescribed scope for specific departmental processes   Create ad-hoc SQL queries and reports to assist the executive leadership team with data and analysis Transportation Security Officer Transportation Security Administration - Jacksonville, FL April 2018 to January 2019   Operate various screening equipment and technology to identify dangerous objects in baggage, cargo and on passengers, and prevent those objects from being transported onto aircraft   Perform searches and screening, which include physical interaction with passengers (e.g., pat-downs, search of property, etc.), and conducting bag searches   Control terminal entry and exit points   Interact with the public, give directions and respond to inquiries Correspondence Analyst - IT Ditech - Jacksonville, FL November 2015 to December 2017   Responsible for the maintenance of letter setup, testing, updates and version control in MSP Online Letter Writer (OLLW)   Serve as point of contact and manage all Servicing MSP letter automation and coordination with the print vendor   Collaborate across multiple business units/operational partners to ensure correspondence supports operational purpose and aligns with given process   Work with various levels of management to identify and implement opportunities for improvement in correspondence production efficiency and automation opportunities   Develop, update and maintain SQL Queries used to extract data from various sources for automation and reporting purposes   Facilitate meetings with vendors, business units, legal and compliance and IT teams to review current and future projects   Initiate production of letters with the print vendor   Reconcile and allocate monthly vendor invoices   Provide system admin support including providing access, password reset and training Vendor Management Analyst LoanCare Servicing - Jacksonville, FL April 2015 to August 2015   Tracks and ensures that vendors are meeting and/or exceeding Key Performance Indicators (KPI)   Complete monthly and/or annual vendor score cards   Monitors performance, issues and financial changes within the vendor organization   Ensures risk

assessments are complete and accurate   Establish and maintain vendor relationships   Engages

with business units and compliance to review regulatory and compliance concerns with vendors

Quality Assurance Specialist Ditech - Jacksonville, FL May 2014 to February 2015   Review all

servicing notes, monthly servicing reporting, timelines, supporting documents, and claims detail to

ensure compliance to all state and federal laws as well as investor and company policies

requirements were met   Perform ongoing monitoring of key indicators to detect and research

unexplained variances which may be indicative of quality control issues   Provide quality monitoring

reports   Develop best practices to resolve deficiencies and meet regulatory compliance Default

Risk Specialist Jacksonville, FL April 2013 to May 2014   Monitor various sources for the latest state

legislative updates or changes, identify risks and implement or update processes and procedures

accordingly   Facilitate meetings with all areas of default servicing to discuss new state

requirements and its effect on business requirements and functions   Work with business units,

business analysts, IT partners and vendors to interpret regulatory requirements and investor

guidelines to identify opportunities, and manage a tracking and reporting mechanism to periodically

communicate results   Manage and track all changes to process and procedure   Maintain and

update default correspondence in MSP Online Letter Writer   Complete annual reviews of letter

templates to ensure active, efficient, and compliant Foreclosure Specialist Homeward

Residential/OCWEN - Jacksonville, FL February 2009 to April 2013   Monitor foreclosure actions to

ensure compliance with investor, insurer, state and regulatory guidelines   Calculate bidding

instructions for nationwide foreclosure sales   Calculate and prepare foreclosure judgment figures

and state required documents   Print, Review and Execute the attorney provided foreclosure

documents to prepare foreclosure loans for sheriff's sale   Review and provide HAMP certification

prior to foreclosure sale   Assist the management team in creating, maintaining and updating

department policies and procedures, distributing daily workflow, training/coaching and development

of associates   Mitigate risk to the company and investor by researching and monitoring loans with

delinquent taxes and liens, ensuring that payments were made timely in keeping with company

policies and procedures   Awarded Top Performer of the Month on May 2010 and April 2011 and

Third Quarter Star August 2012 Personnel Specialist United States Navy - Mayport, FL June 1998 to June 2002   Responsible for maintaining and entering data into Enlisted Service Records   Provided enlisted personnel and their families with information and counseling related to Navy occupations, opportunities for general education and job training, requirements for promotion, rights and benefits and personal issues as the ship's Junior Career Counselor   Provided Sailors and their families transition assistance during transfers, service discharge, and retirements including assistance in housing, post service education and future employment   Prepared financial/accounting reports related to individual pay and travel transactions   Drafted and circulated newsletters, official letters and reports   Awarded Navy Achievement Medal on May 2000 Education None Military Service Branch: United States Navy Rank: E4 Awards Navy Achievement Medal 2001-05 Additional Information Technical Skills   SQL Database   Advanced proficiency in Microsoft Excel (i.e. v-lookups, pivot tables, etc.)   Extensive experience Microsoft Word, Outlook and PowerPoint Create Websites Using HTML 5, CSS3 and JavaScript   Intermediate Java Programming

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