



CHEYENNE
MILLER

Denver, CO
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PROFESSIONAL SUMMARY

Results-oriented compliance professional with a strong background in project management, quality assurance, monitoring and testing, and a proven ability to navigate complex markets. Adept at ensuring product compliance across various regulatory frameworks and expanding business operations globally. Thrives in high-pressure environments, consistently meeting tight deadlines while maintaining a focus on quality and regulatory compliance. Demonstrates a people-first approach, building strong relationships with cross-functional teams and stakeholders to facilitate the growth of a risk-based compliance program.

EXPERIENCE

Product Compliance Manager

February 2023 - Current

Paxos | United States

- Identify and evaluate compliance requirements for international markets
- Advise cross-functional product and platform teams on Compliance operational processes and regulatory requirements
- Integrate new vendors with the existing platform and am the main point of contact for these vendors
- Work directly with Paxos' Brokerage Partners on new product launches to ensure in compliance with local regulations and compliance requirements
- Collaborate with product and engineering teams for Compliance tech enhancements

Quality Assurance and Testing Program Manager

November 2021 - February 2023

Paxos | United States

- Designed and implemented the monitoring and testing program to test customer risk rating methodology, geographic risk rating methodology, and KYC/CIP partner relationships
- Collaborated with the Director of Governance and Internal controls to implement an annual testing plan
- Implemented the initial framework for a new issues management program in partnership with the BSA Officer
- Conducted Quality Assurance reviews for SAR filings and STR Filings and all alerting work streams
- Reported both QA and Testing findings to relevant stakeholders and conducted follow up reviews to ensure that identified issues were remediated.

BSA/AML Manager

August 2020 - November 2021

Guaranteed Rate | United States

- Developed a team of seven investigators as they conducted investigations pertaining to subpoena reviews, AML/fraud concerns, and repurchase demands
- Increased the production by 300% as a result of training, enhanced procedures, and increased awareness across the lines of business
- Partnered with the Chief AML Officer to conduct the annual risk assessment

- Implemented new processes and procedures to develop a quality control function and a streamlined process for subpoena investigations

Mortgage Fraud Compliance Officer

February 2019 - August 2020

JP Morgan Chase

- Conducted investigations related but not limited to occupancy misrepresentation, employment and income misrepresentation, potential forgery, credit repair schemes, straw buyer schemes, and short sale schemes
- Drafted and reported SARS in compliance with FinCEN guidelines and internal policy and procedures.
- Provided walk throughs with auditors of internal processes and procedures

Quality Assurance Compliance Officer

October 2017 - February 2019

JP Morgan Chase | New York

- Conducted Quality Assurance reviews for SAR filings with FinCEN and STR Filings with FINTRAC as they pertained to AML concerns, wire fraud, mortgage fraud, credit card fraud, third party payment processors, and MSB fraud
- Identified control gaps with the Quality Assurance program and provided recommendations to for improvement
- Created and conducted training for new hire consultants

Quality Assurance Specialist (Consultant)

July 2017 - October 2017

Bank of the West

- Identified areas of risk and made recommendations on operational improvements
- Conducted and reviewed KYC/EDD to ensure all necessary requirements were met and provided recommendations to retain or exit high risk clients

Transaction Monitoring Analyst

May 2016 - July 2017

Promontory Risk Review, IBM | Denver, CO

- Performed all levels of a transaction-monitoring program from alert triage, case investigation, SAR filing, and SAR90s
- Conducted side-by-side training for new hires

SKILLS

- IDV Vendors (Jumio, Persona)
 - Attention to Detail
- Project Management
 - HTML / CSS /Javascript (Beginner)
- Case Management Systems (Hummingbird, Actimize, Prime, SAS)
 - Conflict Resolution

EDUCATION

Bachelors of Arts - Business Administration

University of Oregon, Eugene, OR

Dean's Scholarship, John R. Grossman Scholarship, National Society of Collegiate Scholars

LANGUAGE

Spanish

Fluent

Portuguese

Intermediate

English

Native