

ChinShin Cindy Chao

CONTACT

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EDUCATION

Bachelor of Arts & Sciences –
Economics
University of Colorado at Boulder

Green Belt Training
PNC

ITIL certification

Individual Development certification
Baldwin Wallace

CISSP from non-accredited online
college website

Member of Toastmasters
Toastmasters

Women in Leadership certification
University of Notre Dame

Scrum Master certification
Scrum.Org

FullStack certification
Case Western Reserve University

GOAL

Becoming a leader in my role leverage on my working experience and education in Finance industry. with experience conducting quarterly and annual reviews, making hiring decisions, training, supervising and applying progressive discipline systems as needed. Worked as Senior Supervisor at PNC, Regional Manager at National City and an Assistant Supervisor at Merrill Lynch. Created proposals for improvements in Merrill Lynch and PNC and served as Implementation Consultant at PNC.

HISTORICAL HIGHLIGHTS

Developed and successfully implemented the incentive concept for GEMS, Go the Extra MileS, which had a positive impact on the morale at GES department at Merrill Lynch.

Completed management courses at Merrill Lynch and Chase Manhattan.

Management experience as Senior Supervisor, Regional Manager at PNC/National City, Assistant Supervisor at Merrill Lynch, and as a Team Leader (weekend Supervisor) for the night shift while working at AT&T.

EMPLOYMENT BACKGROUND

PNC/NATIONAL CITY BANK 2008 – present
IT Senior Business Analyst – Internal Auditor (TCoE Governance) Strongsville, OH

- Write procedures for TCoE Governance department with accuracy and understanding
- Create Test Gating Checklist (Excel spreadsheet) to monitor IT project implementation efforts with PNC
- Assist in creating weekly graph report of auditing scoring and progress
- Monitor computer software and hardware migration efforts to integrate technological system records and tools; post bank mergers
- Handle internal computer software hardware implementation - IT auditor

Implementation Consultant (Consumer Default Internal Governance Group) Brecksville, OH

- Performed internal audits for letters to customers, procedures changes and any change implementation requests from all functional department within consumer lending services
- Gathered information in preparation for operational implementation and enhancements within the Consumer Lending Services, Default department in respond to the CFPB (Consumer Financial Protection Bureau) Mortgage Servicing Rules, resulting from the Dodd-Frank Act
- Handled Windows 7 and Adobe Pro Implementation, OCC Suppliers Management gap project and WWR (Weltman) Invoice project
- Completed First American settlement project and Right Fax and Right Fax resiliency implementation
- Handled process improvement for the procedures documentation in the

COMPUTER SKILLS

Python, Java, C++
MS Excel, MS Outlook, MS Word,
MS PowerPoint, MS Access
MyStat, FastStat
Visio, OrgPlus
Javascrpts, CSS, HTML, MySQL,
Mongo, Mongoddb, React

VOLUNTEER EXPERIENCE

PNC Grow Up Great
Strongsville Soccer
Junior Achievement
Cleveland Food Bank
Royal Redeemer Lutheran Church
City Mission

LANGUAGES

English
Cantonese
Mandarin

AWARD

2nd membership chair for BPW –
Business Professional Women

Receiver of 2nd place Individual
Development Program Citation of
Honor Region 2 speech winner

Resource Library for the Foreclosure Default Specialty Services in preparation for OCC Audits;

- Attended in-house Green Belt class

Real Estate/Foreclosure Senior Supervisor

- Partnered with REO department to monitor foreclosure bid sale recovery
- Improved delinquent tax processing - saved bank over 7000 hours of overtime spending
- Process improved the invoice processing system – saved bank over \$8000 per month
- Monitored and forecasted foreclosure process with accuracy
- Managed up to 15 FTEs: Foreclosure Specialists and Attestation Officers; restructured attestation process
- Used Six Sigma to improve production and handled strategic planning of the Attestation group into 4 teams
- Created QA system and monitoring requirements

Default Collector (Part-time)

- Recognized for Top Collector for one year; collected delinquent accounts from front end to over 3 payments past due or stage 2 collection (including skip-trace)
- Effectively worked with an average of 35 calls per hour and assisted and gathered financial information from customers for loan modification process
- Worked on HAMP project – pulled inspection reports and credit reports

ARCHWAY/RESOLVE (part-time) Strongsville, OH 2006 – 2010
Home-worker Data Entry (while raising children)

- Keyed rebate forms from home with accuracy

NATIONAL CITY BANK Cleveland, OH 2000 – 2001

Core Client Services Regional Manager

- Managed a team of Trust professionals and Portfolio Managers made hiring decisions, conducted reviews and applied progressive discipline when appropriate
- Developed plan to migrate department from regional teams to functional teams; established new department call center
- Built and implemented organizational change communication.
- Facilitated job, organization and incentive re-design and defined necessary roles, jobs, work relationships, and organizational structures in the department