
Boston Community Capital Report

Boston Community Capital
September 2011

Boston Community Capital – September 2011 Report

September 19, 2011

We look forward to seeing you at our board meeting on **Thursday, September 22 at 1:30 p.m. at the BCC office.** We would like to focus the Board meeting on an update from WegoWise and its capitalization plans.

As you know, the transition at SUN has taken an enormous amount of time and attention from nearly everyone at BCC over the past several months. Despite examining and restructuring virtually every aspect of that business, we also continued our focus on helping families stay in their homes. Over the past three months since the transition, we increased our new SUN financing by 94% over any other prior three month period. We will report on these activities as well.

In addition, BCC has had an extremely productive summer:

- We were awarded three large grants—Open Society Foundations (\$300,000), Citibank (\$150,000), and the Housing Partnership Network (\$150,000). The OSF grant will allow us to develop a strategy for expanding SUN nationally, and the HPN grant will support additional marketing and publicity for SUN.
- In addition to this spring's Zip Car IPO, the Venture Fund had a successful exit from Eating Well, which was sold to Meredith Corporation. The Venture Fund also received substantial distributions from Magellan, which sold its Trek Diagnostics subsidiary, and from Thermo Energy, which had a successful stock issuance, allowing it to pay off our note to the company. (As a result, we will be making a distribution to our investors from Fund II and will report more on that at the meeting.)
- The Loan Fund was awarded a \$4.4 million, 2%, 8 year equity equivalent from the inaugural round of the US Treasury's Small Business Lending Fund to support its community facility financing.
- We closed two new NMTC transactions for \$30 million and have committed the remaining \$23 million of our allocation to projects that are scheduled to close later this fall.
- In July we submitted an application for a new \$125 million NMTC allocation, which should be announced this winter. We also submitted an application for a \$5 million, 1%, 10 year loan and \$500,000 grant to Bank of America's competitive Energy Efficiency funding initiative. Decisions on this program will be made this fall.
- We submitted detailed comments to the Federal Housing Finance Agency (the conservator for Fannie Mae and Freddie Mac) in response to its Request for Information on Enterprise/FHA REO Asset Disposition. Our comments both responded to policy questions raised by FHFA and laid the groundwork for SUN to participate with FHFA on specific REO asset disposition programs. (A copy is included in the Background Reading section.)
- We continue to get extensive media coverage for SUN, including a segment on the CBS Evening News (July 14, 2011) and an article in the July 24 edition of The Chronicle of Philanthropy. (Please see the Background Reading section of the packet for a copy of these and other recent articles.) Last week, we hosted Rosemarie Ward, who is doing a

piece on SUN and foreclosures for The Economist, which should run in the next week or so. We submitted an op-ed to The New York Times on how the myth of moral hazard impedes the development of an effective foreclosure policy. A copy of our submission is also attached.

Finally, we are delighted to report that we have hired an extraordinary group of new employees to strengthen our SUN initiative, Loan Fund lenders, and administrative support. At SUN, our new team includes: Sundee Aungkhin as Underwriter, Denise Ciaccio as Loan Processor, Amy Rose as Real Estate Paralegal, and Peris Judy Wangari as Loan Officer. Each comes with deep experience in the mortgage industry and great enthusiasm for our work and mission. They are replacing staff and consultants who left as part of our management transition. Over the summer, we promoted Sarah Leighton to Development and Communications Coordinator and hired two new administrative assistants, Liz Pacl and Stephen Donovan. Liz is primarily at SUN while Stephen is located at our main office. The Loan Fund is delighted to announce that it has hired Nora Bloch and Sarah Kitterman in a job share position as Senior Loan Officer. Nora and Sarah developed and led Wainwright Bank's community development lending program and have been our closest banking peers for many years. They will start with BCC on October 15. We hope you get a chance to meet each of them soon. (Resumes for each are included at the end of this memo.)

WegoWise

As we reported at our last meeting, since its co-founding by BCC in March 2010, WegoWise has taken big steps toward becoming a sustainable and scalable business. The company now has the largest multi-family utility database in the country with over 5,000 buildings containing approximately 65,000 residential units. We have over 500 user accounts nationally with especially strong presence in MA, NY, and CA. We are actively deploying new services in Atlanta, Chicago, and the Mid-Atlantic states. Key accomplishments since the founding include:

- Designation as the efficiency measurement and verification platform for US Green Building Council's LEED multi-family program
- Integration with EPA's Portfolio Manager platform
- Developed compliance platform for NYC's Local Law 84
- Partnership with Insparisk, a NYC-based building compliance company with a client list of over 9,000 buildings
- Customers include key users like Corcoran, Corcoran Jennison, Mass Housing, Mass Housing Partnership, Beacon Communities, Community Preservation Corporation, Mutual Housing Association of NY, Abode Communities, Brandeis University, Maloney Properties, Cornu Management, Hallkeen Management, Hollywood Community Housing, West Hollywood Community Housing, LISC Boston, and Western Mass Electric.
- In discussion with NYC Dept of Housing Preservation and Development and NYC Housing Authority on pilot trials
- Utility tracking platform for efficiency initiatives such as SEIU 32BJ's "Green Supers" program
- Monthly revenue reaching ~\$30,000. (2010 revenue in total was ~\$60,000)

Thus far, BCC has invested \$800,000 in WegoWise through three convertible notes. We are proposing converting these notes and accumulated interest as well as invest an additional \$1MM in new capital from Managed Assets into a Series A Preferred round. While we have attracted some interest from outside investors, we believe it is in the shareholders' interest to maintain our ownership stakes, stay flexible in our decision making process, and focus on growing the company. We will discuss the terms, as well as more details of the business, as part of a PowerPoint presentation at the board meeting. Please see the detailed report in the Energy Advantage section of this packet

Venture Fund Update

As noted above, the Venture Fund received cash distributions from the sale of Eating Well, the sale of Magellan's Trek Diagnostics, and the repayment of our loan to Thermo Energy. (We continue to have ownership interests in Magellan and Thermo Energy.) The Eating Well and Thermo transactions generated approximately \$4 million for Ventures II. As a result, we will be making a distribution of \$2.5 million to Venture II investors later this fall. We will need a board vote confirming that distribution at this meeting. Full details on each of these are included in the Venture Fund report.

Zip Car's stock price has fluctuated along with the rest of the stock market over the past few months but continues to trade at above its IPO price. Zip Car's top line and revenue per car continue to grow and the company recently raised its 2011 revenue forecast. Our lock out period expires later this fall, at which time we will have a better sense about our strategy for liquidating our stock.

A full report on the Venture Fund portfolio is included in this packet.

Loan Fund

Through the first 2 quarters of the year, the Loan Fund has closed nearly 70% of its annual goal and continues to have a strong pipeline of new deals. As noted above, the very attractive financing from the SBLF and our two new senior loan officers will greatly expand our lending capacity. Please see the Loan Fund's report for full details on its recent activity.

On July 1, we finalized Michelle Volpe's selection as President of Boston Community Loan Fund. As such, she will join the board as an ex officio member. We will have a vote to confirm her election at the Board meeting.

SEA and Energy Advantage

Over the summer, we began construction on four new installations: Union Crossing in Lawrence, North Canal in Lowell, LBJ Apartments in Cambridge, and Old Colony in South Boston. Each of these is financed through our Solar-NMTC structure and will be completed later this fall. For the five projects placed in service this spring, we received the anticipated 1603 Treasury Grants-in-lieu of Tax Credits and the Mass Clean Energy Center rebates, allowing us to close out the financing on those projects. We now have nearly 10,000 panels (1.9 megawatts) generating

clean, solar electricity. On a sunny day, we are generating 11,500 kilowatt hours, or enough to provide all the electricity to 676 typical homes. We are now beginning the planning for our next round of projects.

On the conservation front, we are moving ahead with our energy conservation financing partnership with MHP and Mass Housing. While both lenders are eager to work with us to provide attractive conservation financing, our initial set of buildings do not appear to be good candidates at this time. We are working with both lenders to identify a next round of properties. We are also working with the Falmouth Housing Authority and South Mountain Company on a demonstration deep energy retrofit of a 60 year old, 24 unit public housing development. Our preliminary engineering analysis suggests that we can achieve a zero net energy renovation—an 80% reduction in current energy use, with the remaining 20% generated from on-site solar. We will complete the engineering and financing proposal later this fall.

Finance Update

Thus far, 2011 has been a strong and busy year for BCC. For the first half of 2011, BCC had a consolidated surplus of \$1,280,000 (this includes SUN LLC but not our share of the Venture Fund's income). For this period, we had projected a surplus of \$2,831,000. The variance was primarily due to lower NMTC fees and grant income during the first six months. In both cases, these are timing issues and we expect both of these income categories to be on track for the full year. The Venture Funds are currently showing an unrealized surplus of \$1.3 million. (Please note that most of the exits and distributions discussed above are not reflected in these statements since those events occurred early in the 3rd Quarter.) Overall, our expenses are under budget by approximately \$500,000, though much of that reflects delayed timing of anticipated new hires. With grants we have received since the end of the second quarter, we continue to expect that the full year will be at or better than budget. At the individual affiliate level, SUN continues to need to get to \$3 million per month in new closings to breakeven, and even with our increased activity, we are still below that level. As we discussed at the last board meeting, we expect our full year SUN loss to be higher than budgeted, though lower than last year's loss. Grants committed and anticipated to be received between now and the end of the year should mitigate some of the increased projected loss. As soon as the quarter closes, we will be completing detailed projections for the remainder of this year and will report to the Finance Committee.

Consent Agenda

At this point, we have four items for the consent agenda:

- Approve May board minutes
- Consent for \$2.5 million distribution from Ventures II
- Ratify consent for SBLF
- Election of Michelle Volpe to the Board

SUNDEE E. AUNG KHIN
15 Leon Street
Marshfield, MA 02050
339-793-3793
Clebirdluna@aol.com

EXPERIENCE

SFN PROFESSIONAL SERVICES, Contract Residential Mortgage Underwriter for Citizens Bank. November 2010 to February 2011. Underwrite Conventional Fannie Mae loans and Citizens Bank Portfolio loans.

PEOPLE'S CHOICE MORTGAGE. Randolph, MA. Senior Processor. October 2007 to November 2010. Focus on customer service and support for executive management, loan originators and borrowers. Review borrowers' credit reports and income and asset documentation for various loan products including conventional, FHA and nonprime offered by various lenders. Run loans through lender's automated underwriting systems including Desktop originator and loan prospector. Order and review appraisals and title commitments.

NATION ONE MORTGAGE. Norwell, MA. Underwriting Supervisor. November 1998 to May 2007. Responsible for training and continued education of underwriters. Responsible for revising NOM guidelines as needed, granting underwriting exceptions, and assisting in training and continued education of new Sales Associate/Processing and Sales Departments. Run Trading/Help Desk and review loan scenarios for Sales Associates/Processors and Sales Representatives. Started at company as a Sales Representative and moved to Operations as a Processor in 1999. Promoted to Junior Underwriter in 2000 and progressed in Underwriting Department from Junior Underwriter to Underwriter to Senior Underwriter to Head Underwriter. Promoted to Underwriting Supervisor in July 2005.

OLYMPIC MORTGAGE CORPORATION, Scottsdale, AZ. Loan Originator. December 1997 to November 1998. Qualified borrowers, originated and processed loans. Maintained close communication with lenders and borrowers. Marketed company's services to create a strong clientele base.

MOUNTAIN VIEW MORTGAGE, * Scottsdale, AZ. Loan Originator. July 1997 to December 1997. Qualified borrowers, originated and processed loans. Maintained close communication with lenders and borrowers. Marketed company's services to create a strong clientele base.

SEACOAST EQUITIES, * Scottsdale, AZ. Loan Processor/Customer Service Representative. March 1997 to July 1997. Processed and packaged loans for various lenders' review and approval. Answered phones, processed, cancelled and declined loan files. *Mountain View Mortgage and Seacoast Equities were sister companies.

EDUCATION

UNIVERSITY OF MASSACHUSETTS, Boston, MA
Bachelor of Arts in Spanish Literature-Cum Laude

LICENSING

Licensed Real Estate Agent-MA
Certified Travel Agent

Nora E. Bloch

63 Eastland Road
Jamaica Plain, MA 02130
617-306-6572 (cell)
Email: nora.bloch@gmail.com

Experience

2001 - Present

Eastern Bank / Wainwright Bank & Trust Co. Boston, Massachusetts

Vice President, Eastern Bank (2010 – present)

Vice President, Wainwright Bank & Trust Co. (2001- 2010)

Senior member of the Community Development Lending team.

- Source, underwrite and manage credits to nonprofits, community development organizations and real estate partnerships ranging from \$50,000-\$25,000,000. Specific expertise in affordable housing, community health centers, charter schools and social service organizations.
- Originated over 80 loans totaling more than \$200MM. Manage current portfolio of over 50 loans totaling more than \$140MM, including construction loans.
- Utilizing innovative deal structures combined with strong risk management, developed a portfolio of loans that mainstream institutions would consider too risky yet maintained a write-off/write-down rate of 0%.
- Led Wainwright's efforts to receive New Markets Tax Credit allocation. Wainwright received allocations of \$55MM over two years, the only allocations in the bank's history. Expertise in underwriting New Market Tax Credit projects; originated \$60MM to date.
- Structured numerous transactions with subsidy and credit enhancements including Low Income Housing Tax Credits, Qualified Zone Academy Bonds, tax-exempt bonds, Federal Home Loan Bank funding, government guarantees, and private guarantees.
- Regularly present new opportunities and portfolio updates to executive management and Board of Directors.

1998-2001

Fleet Bank Boston, Massachusetts

Assistant Vice President, Healthcare and Institutions Division

- Assisted relationship managers with a loan portfolio consisting of 60 education, healthcare, and other not-for-profit organizations.
- Responsible for risk management, credit analysis, financial modeling, determining proper capital structures, and valuation analysis.

Loan Officer, Rail Finance Group

- Assisted relationship managers with a loan portfolio consisting of 20 clients in the rail supply, short line, and regional railroad industries.

BankBoston Boston, Massachusetts

Banking Associate, Credit and Capital Markets Training Program

- Successfully completed an intensive four-month loan officer training program.

1995-1996

Massachusetts Department of Public Health Boston, Massachusetts

Contract Specialist, Massachusetts Tobacco Control Program

- Restructured and ran state financial reporting system for 80 municipal board of health programs.
- Developed audit procedures for board of health finances.
- Wrote fiscal procedures manual for board of health programs.

1992-1993

Fund for Public Interest Research New Jersey; Massachusetts

- Recruited, trained, and supervised 40 citizen outreach staff.
- Ran successful ballot initiative campaign for Northampton and Greenfield, MA.

Education

1998

Yale School of Management New Haven, Connecticut
Master's Degree in Public and Private Management (MPPM) Concentrations in Finance and Nonprofit Management

1992

Grinnell College Grinnell, Iowa
Bachelor of Arts Degree in Anthropology and Gender Studies

Affiliations

Jamaica Plain Neighborhood Development Corporation
Board Member and Chair of Finance Committee, 2004- 2011
Member, Finance Committee, 2011 – present

Massachusetts Service Alliance
Board Member and Chair of Finance Committee, 2003- 2010

Rafael Hernandez Two-Way Immersion Public School
Treasurer and Member of Parent Council, 2009- present

Stephen G. Donovan

stedonovan401@gmail.com · 29 Park Street Apt. 3, Somerville, MA 02143 · 401.569.8585

EDUCATION:

PLYMOUTH STATE UNIVERSITY, Plymouth, NH
Bachelor of Arts in English: Writing
Minor in Political Science

August 2003 - May 2007

WORK EXPERIENCE:

PROJECT BREAD – THE WALK FOR HUNGER, Boston, MA

January 2011 – June 2011

Volunteer and Logistics Associate

- Implemented recruitment plan for volunteers for The Walk for Hunger through phone calls, email, mailings, and postings to past participants and prospective individuals
- Arranged plans and agreements for food vendors and entertainment groups along the 20-mile event route
- Acted as liaison to organizations providing trash, recycling, and transportation services for the event
- Leveraged both volunteers and staff in work related to event preparations, logistics, and operations
- Ran funded agency campaign to engage and involve emergency food programs in The Walk for Hunger
- Received deliveries while managing warehouse inventory and ordering of signs, banners, and event collateral
- Fulfilled vehicle permit needs and wrote letters of permission to various groups impacted by the event
- Tracked organizational and individual constituents in Raiser's Edge database and in spreadsheets

BE THE CHANGE, INC. Cambridge, MA

October 2010 – November 2010

Temporary Full-Time Caller

- Conducted thousands of cold calls to veteran and military-community related organizations nationwide
- Wrote and posted volunteer opportunities and events for the website MissionServe.org

CITY YEAR RHODE ISLAND, Providence, RI

September 2009 – June 2010

Program Manager

- Managed and supervised 18 AmeriCorps members (ages 18-25) serving at 2 inner-city middle schools
- Developed service partner relationships with school administrators, teachers, and after-school program staff
- Served on selections committee and conducted selections interviews for FY 11 incoming Corps Members
- Tracked hours, administered regular performance reviews, and upheld standards for all Corps Members

AMERICORPS NATIONAL CIVILIAN COMMUNITY CORPS, Pacific Region

September 2008 – July 2009

Team Leader

- Led a diverse team of 9 (ages 18-25) in a 10-month intensive national service program through 5 projects
- Facilitated weekly team meetings, debriefs with project sponsors, and presentations to organization staff
- Completed weekly progress reports, project portfolios, funds account records, and member evaluations
- Managed the team budget for food, travel, and lodging expenses
- Organized schedules/logistics related to work, transportation, and housing chores
- Enforced organization policies and fostered a positive team dynamic
- Worked with FEMA, Santa Catalina Island Conservancy, Coachella Valley Housing Coalition, New Orleans Recovery School District, and Recover Rebuild Restore Southeast Mississippi
- Recipient of Team Leader Motivator Award for Gold Unit Class XV

AMERICORPS NATIONAL CIVILIAN COMMUNITY CORPS, Pacific Region

September 2007 – July 2008

Corps Member

- Worked with Great Basin Institute, Habitat for Humanity Mississippi Gulf Coast, Bayou Area Habitat for Humanity, Green Light New Orleans, and The Alliance for Affordable Energy
- Completed over 1700 hours of team-based service and over 80 hours of independent service projects
- Recruited young people through AmeriCorps presentations as part of the Corps Ambassador Program
- Initiated team service-learning activities

TOWN OF BARRINGTON DEPARTMENT OF PUBLIC WORKS, Barrington, RI *Summer 2005, 2006, 2007*
Seasonal Laborer

- Supervised other seasonal laborers in landscaping tasks
- Performed a variety of manual labor tasks including refuse and recycling pick-up, brush clearance, minor road repairs, and painting projects

RHODE ISLAND DEPARTMENT OF ENVIRONMENTAL MANAGEMENT, Bristol, RI *Summer 2004*
Seasonal Maintenance Worker

- Performed general upkeep at Haines State Park including litter pick up, landscaping, and facilities cleaning.
-

INTERNSHIPS:

THE MASSACHUSETTS OUTDOOR VOLUNTEER EXPERIENCE, Cambridge, MA *March 2011*
Intern

- Performed research and created spreadsheets for a resource directory relating to sustainable food dining, shopping, volunteer, and learning opportunities in the Greater Boston area

EAST BAY NEWSPAPERS – THE BARRINGTON TIMES, Barrington, RI *Winter 2005-2006*
Intern

- Researched, wrote, and edited newspaper articles
-

COMPUTER PROFICIENCY:

- Microsoft Office – Excel, Word, PowerPoint
 - Microsoft Outlook
 - Raiser's Edge
 - Convio
-

OTHER SKILLS AND AWARDS:

- Eagle Scout: Boy Scouts of America
- Current member of the volunteer group Boston Cares
- Experience working across departments in a nonprofit office setting

SARAH BICKS KITTERMAN

51 Kenwood Street
Brookline, MA 02446
(617) 566-2113
E-mail: sarah@otterrock.net

EDUCATION

Columbia Business School **New York, NY**
MBA - Finance and Public/NonProfit Management - May 1994.
Dean's List. Beta Gamma Sigma Honor Society.

Harvard College **Cambridge, MA**
BA Cum Laude - Government - June 1988. Elizabeth Cary Agassiz Award for Academic Honors.

EXPERIENCE

- 2001-present** **Eastern Bank/Wainwright Bank** **Boston, MA**
Vice President, Eastern Bank (2010-present).
Vice President, Wainwright Bank (2001-2010)
Senior member of the Community Development Lending team.
- Source, underwrite and manage credits to nonprofits, community development organizations and real estate partnerships ranging from \$50,000-\$25,000,000. Specific expertise in affordable housing, community health centers, charter schools and social service organizations.
 - Originated over 80 loans totaling more than \$200MM. Manage current portfolio of over 50 loans totaling more than \$140MM, including construction loans.
 - Utilizing innovative deal structures combined with strong risk management, developed a portfolio of loans that mainstream institutions would consider too risky yet maintained a write-off/write-down rate of 0%.
 - Led Wainwright's efforts to receive New Markets Tax Credit allocation. Wainwright received allocations of \$55MM over two years, the only allocations in the bank's history. Expertise in underwriting New Market Tax Credit projects; originated \$60MM to date.
 - Structured numerous transactions with subsidy and credit enhancements including Low Income Housing Tax Credits, Qualified Zone Academy Bonds, tax-exempt bonds, Federal Home Loan Bank funding, government guarantees, and private guarantees.
 - Regularly present new opportunities and portfolio updates to executive management and Board of Directors.
- 1997-2001** **Fleet Bank (now Bank of America)** **Boston, MA**
Assistant Vice President, Community Banking Group (First Community Bank).
Division working with businesses in low and moderate income markets.
- Generated, underwrote and managed credits to businesses, nonprofits, and community development corporations ranging from \$50,000 to \$2,000,000. Structured complex community development projects including public-private partnerships.
 - Served as member of bank's Merger and Integration Team. Worked with senior management to merge BankBoston and Fleet Bank community banking groups.
 - Started new division to evaluate nontraditional loan applications from target markets. Developed new financial analysis tools and corporate reporting systems.

- 1995-1997** **Small Enterprise Assistance Funds (SEAF)** **Sofia, Bulgaria**
Senior Financial Analyst; Member, Management Board; CARESBAC-Bulgaria.
 Affiliate \$7 million fund making equity and debt investments of between \$50,000-\$250,000 in small- and medium-size private companies in Bulgaria.
- Managed all teams which generated potential investments, screened and analyzed projects, carried out due diligence, negotiated investment structure and prepared investment proposals for CARESBAC Board of Directors.
 - Responsible for management of U.S. government grants, including financial reporting and compliance issues.
 - Worked closely with managing director to prepare portfolio and project analysis for reporting to shareholders.
- 1994-1995** **The Entrepreneurship Center** **Kosice, Slovakia**
Senior Consultant. Business consulting center providing advisory and training services to small- and medium-size Slovak enterprises.
- Advised entrepreneurs on business planning, financial management, and marketing.
 - Conducted training seminars on financial and business planning.
 - Responsible for general management of new office: budgeting, staffing, marketing, and developing relations with local organizations and financial institutions.
- Summer 1993** **Women's World Banking** **New York, NY**
Summer Associate. International organization assisting women in small-business development. Analyzed business opportunities in the environmental sector for low-income entrepreneurs.
- 1990-1992** **The Delphi International Group** **Washington, DC**
Associate. Organization which designs and administers professional training programs for international participants. Designed and coordinated technical training programs.
- 1988-1990** **Korea Development Institute (KDI)** **Seoul, Korea**
Research Assistant. Government-funded think tank conducting long-term planning for the Korean economy. Researched and wrote speeches and articles for KDI and government officials.

ELISABETH PACL

17 Davis Rd, Acton, MA
978.430.2163

ElisabethPac1@gmail.com

WHAT I CAN DO FOR YOU:

- Juggle multiple projects, unravel assorted problems and keep team and clients smiling.
 - Update website and databases, keeping them current.
 - Prepare flawless marketing materials, in print or electronically.
 - Handle deliveries, mailings and client correspondence.
 - Orchestrate deliverables for events and conferences.
 - Keep departments up to speed with frequent progress reporting.
-

EDUCATION:

- **Simmons College**, Boston, MA. Bachelor of Arts in Business Management May 2009
-

NON PROFIT EXPERIENCE:

Handel and Haydn Society, Boston MA

Winter 2009 – Spring 2010

Marketing & Public Relations Intern:

- Generated leads that evolved into partnerships at a high rate of success; solidified numerous partnerships for marketing, sales and trade relationships.
- Assisted in formation of H2, a young professionals segment that increased the ticket sales of younger audiences and amplified promotion of the organization to younger generations.
- Enhanced social media efforts; implemented deal-of-the-day website agreements.
- Polished and distributed pre and post event press materials; produced and edited content for the organization's press and critical acclaim web page.
- Designed and established effective archival system for 25 years of marketing publications.

Elderhostel Inc, Boston, MA

Fall 2008

Development Intern:

- Maintained donor database allowing team to optimize and increase donations for FY09 in spite of the difficult economic environment.
 - Prepared weekly donor reports for finance department and internally to raise donor identity familiarity.
 - Responded to correspondence from donors and individually resolved all questions and concerns.
 - Produced Annual Fund appeal mailings for 90,000+ households consistently prior to deadline.
 - Operated and promoted online-giving site in coordination with finance department to achieve an increase in preferable online donations.
-

MANAGEMENT EXPERIENCE:

Concord Carlisle Dental Associates, Concord MA

Summer 2009

Temporary Office Manager:

- Managed daily operations, scheduling and office organization temporarily for employee on leave.
- Increased patient pool by 2% by implementing online marketing through social media and networking.
- Improved collections through accounts receivable management avoiding costly legal action.
- Verified and processed all dental insurance claims and billing in a timely fashion.

MP Electronics, AT&T Wireless, Cambridge, MA

Fall 2005 – Fall 2008

Shift Supervisor, Sales Rep:

- Trained and directed staff of eight employees, as youngest location employee.
- Executed sales and contracts while consistently maintained record level of customer retention.
- Reliably exceeded or met all individual sales quotas, driving location to meet storewide goals.
- Managed daily accounting, scheduling and payroll to leverage location manager's time.
- Developed and conducted technical customer training sessions to strengthen purchase satisfaction and guarantee customer and brand loyalty.

HANDS ON & FIELD WORK EXPERIENCE:

Carlisle Public Schools, Carlisle MA

Winter 2009 - Present

Substitute Teacher (2009-2010)

- Maintain classroom control, discipline and positive learning environment for all students.
- Advocate for students with disabilities in Pre-K to 8th grade classrooms in multiple capacities

6th Grade Special Education Aide (2010-2011)

- Inaugurate, modify and coordinate new middle school special education program.
- Document student's daily behavior, challenges and successes.
- Synthesize data to determine progress and viability of individualized program, using benchmarking.
- Coach students in development of academic, organizational and social-pragmatic skills.

Boston Public Schools – Farragut Elementary, Boston, MA

Spring 2009

K-3 Afterschool Tutor

- Coached three under-achieving students in organizational behavior resulting in marked improvement of grades and personal organization.
- Taught an extracurricular global, history and diversity-focused geography curriculum.
- Reinforced math, English comprehension, and vocabulary skills to improve odds of student success.
- Assisted in development of social skills through role-play and games to help build solid foundations.

Cross Cultural Comparative Studies of Women Leaders in India

January 2009

Study Abroad Program, Mumbai, Coimbatore, Hyderabad, Jaipur, Delhi

- Convened with 25 NPOs, NGOs, Self Help Groups (SHG), ashrams and microlending institutions to examine operations, successes, set backs, and results of their work.
- Individually presented research on women-dominated enterprise at the nationally televised Hyderabad International Conference on Women Leadership; contributed to panels and forums on opportunities for economic growth in rural populations.
- Developed my commitment to helping communities seize opportunities, escape poverty and improve their lives through private sector development, and economic growth.

Business Proposal Candidate, City of Boston

Spring 2009

- Business plan offshoot from Simmons College Management Program capstone thesis.
- Developed 80-page business plan in response to Metropolitan Area Planning Council (MAPC) Request for Proposals (RFP) for the City of Boston Bike Share Program, submitted May 2009.
- Received consideration for professional level proposal, rejected due to absence of secured funding.

AREAS OF EXPERTISE & SKILLS:

Relevant Skills	OS & Software
Business & Web Writing, Market Research, Social Media, Lead Development, Database Management, Client Relations, Leadership, Teambuilding, Training, French	Mac OS, Windows OS, MS Office, Adobe Photoshop, Basic HTML, MiniTab Stats Software, P.O.S. Systems, Siebel (CRM Software), Raisers Edge & Patrons Edge (CRM & Fundraising Software)

HONORS:

- Dean's List Scholar: 2007-2009
- Tutor of the Semester Award – Scott Ross Community Service Center: 2009
- Simmons School of Management Faculty Leadership Award: 2008-2009

VOLUNTEERING:

- Instructed ESL Financial Literacy Seminar, YMCA, Boston MA: November 2009
- Promising Pals Pen Pal Program, Timilty Middle School, Roxbury MA: 2010- Present
- Community Outreach Event Volunteer, Handel & Haydn Society, Boston MA: 2010- Present

Peris Judy Wangari
17A Heritage Dr # 22
Salem, MA 01970
PHONE (404)-641-3809
EMAIL: wangari.peris@yahoo.com

OBJECTIVE

To obtain a position in a progressive company where; I can effectively utilize my expertise as a result driven leader eager to contribute to an organization in optimizing performance.

AREAS OF EXPERTISE:

Mortgage Lending and Processing, Credit Analysis, Collections, Accounts receivable, Customer Service, Strong analytical skills, Strong Organizational skills, Strong Management skills, Sales and Marketing, Prioritization and Multitasking, Administrative skills, Staff Training, Working Experience with Microsoft Word, Microsoft Excel, PowerPoint, Internet, Loan Soft, Encompass, Calyx, TSYS Systems

WORKING HISTORY

12/2009-06-2010 **Abraham Mortgage, Georgia**

Commercial Lending Assistant

- >Pre-qualified borrowers, analyzed their credit reports and financial statements
- >Proficiency in explaining financial calculations to borrowers
- >Efficiently managed administrative and accounting functions
- >Applied superior customer service skills in resolving customer inquiries
- >Maintained effective communication with lenders attorneys, brokers, title companies
- >Reporting updates to the broker on loans that are in process

06/2008 -12/2009 **Apex Lending, Georgia**

Satellite Branch Manager

- >Expert knowledge in mortgage origination from loan submission, processing to loan closing
- >Thorough Knowledge in laws and regulations that govern fair consumer lending and RESPA
- >Proficiency in FHA, VA, Jumbo, conventional and HELOC loan products
- >Planned successful marketing strategies targeting realtors, various business networking chambers
- >Structured loan deals based on customers' requirements
- >Researched the market for competitive pricing and pricing alternatives
- >Ordered appraisals, titles, and effectively maintained communication through the process
- >Instrumental in clearing every loan stipulation to deadlines are met.

08/2006-03/2008 **Countrywide Home Loans, Georgia**

Home Loan Consultant

- >Successful in maintaining company goals
- >Ability to understand and interpret product guidelines
- >Effective in analyzing information regarding customer's information, credit history, income, assets and debts
- >Ensured competitive pricing was offered to my customers
- >Mortgage origination
- >Instrumental in making recommendations to customers about which lending solutions would meet the customer's financial and personal objectives

- >Marketing to various real estate agents, past clients and builders
- >Proficiency in running DP/LP systems
- >Proven ability to interpret DU/LP findings in reference to Fannie Mae Guidelines
- >Strategic coordination of the processing and underwriting team to ensure a seamless loan process
- >Applied strong organizational skills in providing timely feedback to customers and the operations team
- >Responsible in providing monthly training to realtors on loan products and loan guidelines
- >Actively participated in civic and community events to generate visibility and contact for the company

01/2004-08/2006 **Home Banc Mortgage Company, Georgia**

Mortgage Consultant

- >Proven depth and knowledge of mortgage origination, loan guidelines, loan products and loan processing
- >Track record of providing excellent customer service in handling challenging situations,
- >Establishment and maintenance of effective relationships with attorneys, insurance agents and realtors
- >Proven ability to work with a team to grow business in the assigned territory
- >Demonstrated dynamic managerial skills in leading and supporting my team to achieve company goals
- >Effectively trained new personnel in successful loan origination skills
- >Successfully completed a comprehensive professional sales program

12/1998-09/2003 **FIRST NORTH AMERICAN NATIONAL BANK (CIRCUIT CITY) Georgia**

Credit Analysis and Collections Management

- >Review credit applications for credit card customers
- >Approve and decline credit applications
- >Assign credit limits, lower and increase limits
- >Executed tasks adhering to the FCDPA guidelines
- >Recovered delinquent accounts
- >Successful negotiation of settlement opportunities with customers
- >Resolved customer billing and invoicing disputes
- >Help implement forecast process
- >Proven ability to work with the team members to ensure collection goals are met

EDUCATION

09/1996 – 07/2001 KENNESAW STATE UNIVERSITY, GA –Bachelors of Business Administration

06/2003 - CAPSTONE INSTITUTE OF MORTGAGE FINANCE, GA -Completion of Fundamentals of Loan Processing

01/2004 - Completion of Mortgage Banking and Formal Credit Training
- Completion of Professional Sales Development

REFERENCE

Available upon request

*Amy F. Rose
271 Winthrop Street
Taunton, MA 02780
Cell (508)718-7464
Email Address: amyar@comcast.net*

Career Objective

I am a highly motivated and ambitious individual who is seeking a challenging, responsible position working as a Residential Real Estate Paralegal. I would prefer a position which would give me the opportunity to be able to utilize my experience, intelligence, skills, knowledge and abilities.

Qualifications in Brief

Typing (90wpm), Shorthand (80wpm), excellent with computers systems and applications including: Word, Excel, Microsoft Office and more. Proficient with ABC Real Estate Conveyance Software, experienced Residential Real Estate Paralegal (7+ years), Foreclosure Paralegal/Specialist (3+ years, experienced Mortgage Specialist (7+ years), entrepreneur/business owner, dedicated, responsible, focused, friendly, well-rounded, intelligent, persuasive, aggressive if needed, goal oriented, committed, competitive, work very well under pressure, able to prioritize, extremely detail oriented and I build rapport with individuals very easily and quickly.

Education 1994

Kinyon-Campbell Business School, New Bedford, MA

Diploma in *Paralegal Studies*, Dean's List Student, Member of the Student Senate.
Related Courses: Typing (90wpm), Shorthand (90wpm), WordPerfect, Legal Office Procedures, Legal Research I and II, Business Law, Role of the Paralegal, and Business English I and II.

Experience

4/07-10/10

Portnoy & Greene, P.C., Needham, MA

Foreclosure Paralegal/Team Leader/Liaison & Residential Real Estate Paralegal

Responsibilities include: Employed as a Team Leader in the REO department where we represent the seller on a national level. Responsible for all contract review/drafting purchase agreements and real estate documents in many US states, handling all incoming earnest money deposits which we held in escrow, drafting all extensions/addendums/amendments to purchase contracts and releases/cancellations of contracts, etc., while coordinating closings in all 50 states. I interact daily with settlement agents, real estate agents, asset managers and attorneys to ensure the files closed by the contract dates.

I handle HUD review and also interact daily with the billing department to ensure that all broker expense reimbursements are collected at closing and reimbursed accordingly.

Please note: I was also a Real Estate Paralegal where I was employed as a contractor for a large bank in the area. I closed anywhere from 20-30 deals per month on a part time basis where I handled everything from the opening of the files to the closing out and disbursements of the files. I am familiar and working with the new RESPA process which started on 1/1/10.

4/01 - 6/07

Maximum Mortgage Concepts, W. Bridgewater, MA

Mortgage Specialist w/ processing experience

Responsibilities Include: Generating mortgage leads and referrals through strong sales skills, building relationships with realtors, builders/contractors, insurance companies, referrals, etc., gathering all pertinent information and getting buyers qualified, learning and knowing loan programs and keeping up with all of the changes and guidelines, experienced with fha, subprime, conventional, option arms, grant programs, etc., developing excellent working relationship with appraisers, loan processors, lenders/underwriters, attorneys offices to ensure smooth and timely closings. Making ALL borrowers feel welcome and comfortable whether they have perfect credit or derogatory credit. Exhausting all possible routes and working diligently to get deals approved and closed!!

7/01-6/06

Boston Title Services, Taunton, MA 02780

RE Paralegal

Worked in an extremely busy, high volume real estate attorneys closing office. Handled all aspects of the real estate closings from the beginning to the end. Duties include: Compiling all borrowers data into ABC Software and ordering title, plot plan, mlc's, contacting customers and obtaining payoff/lien information, insurance information and then obtaining all necessary documents in order to close. Assisted in reviewing titles and obtaining occasional discharges and preparing indemnification letters, subordinations, etc. I was responsible for preparing all of the offices settlement/hud statements. I developed strong relationships with all of my point people at Banks/Lending Institutions to ensure all deals close smoothly and quickly. Also assisted when needed with post closing issues or concerns. Checked funding status's on a regular basis, once funded and on record I closed out the files and mailed out checks to satisfy and pall all liens, town taxes, insurance, broker compensation/3rd party fees, attorney fees, etc.

2/05-6/06

Boston Bagel & Deli, Inc., 10 Court Street, Taunton, MA 02780

President & Owner **Started business from ground up in all aspects including getting building up to code, renovating location completely, filing all corporate documents and tax forms, contacting all vendors and setting up accounts, purchasing all equipment, hiring and terminating employees and operated business making all decisions and acting as general manager the entire time we were in business**

Closed due to landlord

5/99-7/01

Member Services Center, Foxboro, MA 02035

Auto Loan Officer Responsibilities Include: Taking initial credit application via phone while collecting all pertinent information from the member (AAA). Selecting appropriate bank to submit credit application to and working closely with the underwriters to get the loans approved. Experienced with all aspects of loans and the approval process in regards to D/I , LTV and credit. Building strong relationships with underwriters to make the process that much smoother. Once approved, I notified the customer and guided them through the closing process and all steps which need to be taken while working with the insurance companies/ dealerships to prepare appropriate documents so that contracts can be produced/coordinated. When going over the final details, I would go over payments (protected vs. non protected) and sell extended service contracts and credit insurance with conviction. I maintained the highest percentages of my group on a consistent level and reached the bonus levels set for me month after month.

11/98-5/99

Classic Chrysler Center, Raynham, MA 02367

Sales Professional. Responsibilities include: Selling automobiles for a large, family-oriented five-star dealership. Received extensive on-going sales training from one of the regions best sales trainers. Attended numerous trainings while working towards my five-star certification. Maintained a high level of customer satisfaction and in the short time I was with the dealership and maintained above average sales numbers on a consistent basis.

4/97-10/98

Life Care Center of Plymouth, Plymouth, MA 02360

Medical Records Coordinator.

Performed all duties as the Medical Records Coordinator solely by myself for a nursing/rehabilitation center which housed over 200 residents.

8/94-4/97

New York Bagel Company, Raynham, MA 02367

Assistant Manager – Handled all management responsibilities for the company very early on in my position. Received constant praise and appreciation for my hard work and for my ability to build such great rapport with such a large number of customers to keep them satisfied and returning to the shop.

DENISE CIACCIO

Objective

To secure a position with an established company and be able to utilize my experience and acquired skills to provide exceptional customer service.

Experience

2001–Present Mortgage Center of America Raynham, Ma.
Loan Processor/Loan Consultant

- Officer Manger, customer service, multitasking all aspects
- In contact with large banks to help in approving loans using automated underwriting systems
- Mortgage Loan Originator
- Worked with underwriters and Borrowers to clear loans in a timely fashion.
- Processed and helped underwrite approximately 20 to 100 loans per month.
- Experienced with DU/LU
- Experienced with FHA/VA Loans, running LDP/GSA
- Have understanding with the new RESPA Regulations and the new 2010 GFE.

1999-2001 Stream International Canton, Ma.
Manager/Technical Support

- Managed/Supervised The Microsoft Outlook Technical Support Team
- Provided customers with technical support via the phone.
- Monitored my team's calls with the customers to insure a high quality of customer service.
- Attended several Microsoft classes within the workplace for training as well as extended Management training.

1996-1999 AAA Southern New England Providence, RI
Dispatch Operations Supervisor

- Managed all the dispatchers for Mass. Conn. & Rhode Island road service.
- Insured the highest quality of service to all AAA Members.
- Managed very high call volume and was in charge of keeping a response time of 30 Min. or less to our members
- Was responsible for training all the dispatchers, hiring and firing and reviews. Implemented training and guidance for employees.

1994-1996 AAA Southern New England Rockland, Ma.
Dispatcher

- Operated and communicated with drivers to provide members with roadside assistance.
- Insured prompt Road service to members in a timely fashion according to AAA standards of service.

Education

Bridgewater/Raynham High School

References

Furnished Upon Request Salary negotiable