

# H U O N G   D O

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## Professional Summary

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An extremely self-motivated, challenge seeking and adaptable team player with almost ten years of experience in mortgage operations. Extensive knowledge of licensing, compliance and human resource. Able to produce quality work in a high pressure and fast paced environments. Proficient in quickly mastering new technology and processes.

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## PROFESSIONAL EXPERIENCE

### **1<sup>st</sup> Alliance Lending, LLC • East Hartford, CT • 10/2005 to Present**

#### **Executive Vice President**

Oversee operations including licensing, compliance, processing, underwriting, post closing and human resource.

- Responsible for developing and coordinating business planning and policy meetings.
- Ensure compliance procedures are being enforced.
- Maintain and monitor quality control procedures adhering to HUD and State requirements.
- Handle all licensing and investor dealings.
- Oversee accounting audits and banking examinations.
- Coordinated implementation of LOS system.
- Execute complex cross-functional HR strategic initiatives and incorporate processes and policies.
- Created an efficient, productive and team centric work environment allowing employees to grow in their knowledge base.

### **Aegis Lending Corporation • East Hartford, CT • 2/2002 to 9/2005**

#### **Regional Assistant**

Supported Regional Vice President with business expansion and growth.

- Prepared management reports and maintained proper records of files.
- Responsible for arranging and attending meetings with upper management.
- Planned and coordinated conferences.
- Oversaw training and recruiting of employees.
- Handled licensing and compliance related issues.
- Prepared innovative strategies and plans to achieve the goals of the region.

### **Quiznos Sub • Manchester & Hartford, CT • 2/2004 to 9/2009**

#### **Owner**

Coordinated opening of 2 franchise locations.

- Responsible for keeping proper records of all business dealings.
- Created marketing strategies to attract business.
- Adhered to franchise customer service procedures and product display rules.
- Prepared sales, expense and payroll reports.
- Worked with accounting firm to prepare financials.
- Conducted and provided proper staffing with qualified personnel.

## **Bailey Banks & Biddle • Farmington, CT • 9/2001 to 9/2006**

### **Sales Associate**

Educated consumers on jewelry product while ensuring customer satisfaction.

- Assisted customers in obtaining desired merchandise.
- Key holder – Opened and closed store.
- Responsible for receiving and restocking inventory.
- Handled daily register reports and prepared bank deposits.

## **Hartford Public Schools – Parkville Elementary • Hartford, CT • 9/2001 to 12/2001**

### **5<sup>th</sup> Grade Teacher**

Facilitated student learning and curriculum development.

- Developed and implemented lesson plans and special assignments as a tool to increase alertness and coordination among the students.
- Assessed students' personal growth.
- Participated and carried out various guardian-teacher discussions.
- Taught before and after class programs for CMT preparation.

## **Michaels Jewelry • Farmington, CT • 9/1996 to 9/2001**

### **Sales Associate**

Educated consumers on jewelry product while ensuring customer satisfaction.

- Assisted customers in obtaining desired merchandise.
- Assisted in training sales employees.
- Handled minor watch and jewelry repairs.
- Completed diamond training and earned silver loop.

## **EDUCATION**

**Bachelor of Science Degree in Education -- University of Connecticut, Storrs, CT- 1996 to 2000**

**Master of Art Degree in Education -- University of Connecticut, Storrs, CT- 2000 to 2001**

## **ACCOMPLISHMENTS**

**2009-Present: Member of NMLS Industry Development Working Group**

**2002-2005: Volunteer as Vietnamese Teacher**

**1999-2001: University of CT, KUBE-Volunteer for big brother big sister program**

**2001: University of CT, Co-Chair for Asian Gala (Scholarship fundraiser event)**

**1999: University of CT, Vice President of Vietnamese Student Association**

**1997: University of CT, President of Asian American Association**

**1996: University of CT, Treasurer of Asian American Association**