

# ***Sophia L. Chapman***

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## **Professional Experience**

### **Senior International Trade Analyst**

**PNC Bank Akron, Ohio** April 2015-June 2018

- Utilized international trade-specific procedures, rules, guidelines and regulations
- Evaluate and execute moderately complex transactions to approve International trade service transactions and processes. Responsible for multiple specialized products and functional areas
- Identified and addressed exceptions and escalated items
- Interacted with internal and external stakeholders in completing transactions
- Administered trade compliance program against all trade transactions and escalations when necessary in order to mitigate bank risk
- Verified work processes to ensure completeness, accuracy, and conformance to industry standard

### **International Trade Specialist III Corporate Solutions**

**FirstMerit Bank Akron, Ohio** March 2008–April 2015

- Responsible for daily operational activities of Commercial & Standby Letters of Credit, Industrial Revenue Bonds and Documentary Collections
- Part of a team that manages a trade product portfolio of more than \$136,202,000.00
- Liaison between commercial clients and commercial bankers executing transactions
- Responsible for Risk Management, Quality Control and Compliance enforcement
- Project Management of system implementation
- Leadership role for portfolio conversion during multiple bank acquisitions
- Collaborated on development and implementation of FX Business Model and processes
- Part of a project team for back office system conversion

### **Customer Relationship Specialist**

**FirstMerit Bank Akron, Ohio** August 2007-March 2008

#### **Recognized For:**

- Presentation skills
- Leadership/Motivation
- Time Management/Planning/Organizing
- Build relationships, and presence in the surrounding community
- Exceed monthly sales goals to build revenue
- Uncover hidden opportunities/Network
- Develop solutions to problems

### **Teller**

**FirstMerit Bank Akron, Ohio** February 2007-August 2007

- **Promoted to Customer Relationship Specialist after 6 months of teller experience because of outstanding performance in sales, and customer service**

## **Computer Experience**

Proficient in Microsoft Office Products (Word, Excel, Outlook, PowerPoint, OneNote)

**References Available Upon Request**