

## BUSINESS OPERATIONS ANALYST

### Summary

Seeking a challenging career position with the opportunity that uses my talents to maximize my organization's potential.

### Highlights

- Researched and collected data on incorrect mailing addresses for loan payments resulting in a potential company savings of \$22K
- Introduced several work flow adjustments each saving two to five man hours weekly
- Saved department from buying a new system by educating management on an existing system and implementing usage

### Experience

11/2013 to Current

Business Operations Analyst Paypal i¼ Los Angeles , CA

- Data mining through Excel and SQL
- FileNet Ingestion and Data Integrity
- SME for all documents
- Process improvement

07/2010 to 11/2013

Records Retention Specialist Rumbleon i¼ Fort Worth , TX

- Liaison for projects with vendors
- Completing FNMA and FHLMC audits
- Projects regarding policy and procedure changes

11/2008 to 07/2010

Customer Service Representative/Escrow Specialist Yesway i¼ Archer City , TX

- Assisting customers with general account questions.
- Explaining and analyzing escrow accounts for customers.
- Projects regarding policy and procedure changes.
- Assisting in the training and development of new hires
- Exceeding standard call center metrics.

05/2007 to 11/2008

REO Loan Officer Nationstar Mortgage i¼ City , STATE

- Answer inbound sales calls Make outbound sales calls Originate Loans Interacting with asset managers and realtors to close contracts Adhering to stringent company, state, and federal laws and regulations.

08/2005 to 05/2007

Funding Analyst Capital One i¼ City , STATE

- Responsible to analyze data for verification and approval of loans
- Expert training assistant for subject matter
- Assisting in the training and development of new hires
- Working with dealers and customers to close loans
- Maintaining fraud prevention

08/2005 to 05/2007

Sales Associate Cingular Wireless i¼ City , STATE

- Maintaining business relationships with customers.
- Conflict management.
- Using thorough product knowledge to meet consumer needs.
- Received awards for monthly sales.

### Education

BA : Political Science and History - double Dallas Baptist University i¼ City , State GPA: Cum Laude graduate /Dean's List Leadership Scholarship recipient Political Science Honor Award recipient \*President of the DBU political organization

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Skills

Excel, analytics, data mining, SQL