

Molly Madden

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PROFESSIONAL EXPERIENCE

PACCAR FINANCIAL PTY LTD | MELBOURNE, VICTORIA

Nov 2017 – Aug 2019 Brand Specialist

PACCAR Financial Australia is the in-house retail lender for the Kenworth Truck Company. In this role I completed several marketing projects I am proud of, including a full company rebranding, the launch of four EDM campaigns, and managing the representation of PACCAR Financial at the 2019 Brisbane Truck Show. I was also responsible for the moderation and maintenance of the company WordPress site, and tasked with the goal of increasing traffic and SEO rankings. In a support capacity to the administration team, I additionally was trained in preparing accurate customer facing loan documentation, following transaction through from initial invoicing to cashing and delivery. I conducted daily loan processing, ensure transactions were in compliance with internal policy and lending legislation. I coordinated the timely delivery of vehicles between dealerships and customers, and practiced robust relationship management with internal and key external stakeholders.

HOMESAFE SOLUTIONS PTY LTD | MELBOURNE, VICTORIA

May 2016 – Nov 2017 Victorian Exchange Administrator

Homesafe Solutions is the Bendigo Bank backed equity release product for Australian home owners aged 60 and up. In my role I provided administrative support to the outstanding Victorian sales team. I prepared detailed letters of offer for clients and wrote thorough instructions to Homesafe solicitors. I ensured timely communication of information necessary for exchange within a 30-day turnaround time. I reviewed and prepared accurate reports for the benefit of the Managing Director, Chief Operating Officer, and Homesafe investors. I coordinated interactions between valuers, clients, consultants, and legal representation.

MOUNTAIN WEST FINANCIAL INC | REDLANDS, CALIFORNIA

Feb 2015 – Oct 2015 Post-Closing Specialist

Mountain West Financial is one of the largest mortgage lenders in the Western United States. As a Post-Closing Specialist, I coordinated delivery of home loans originated by Mountain West that were to be on-sold to third party lenders. As an intermediary auditor for critical documents, I was responsible for ensuring the clearance of exceptions before finalization of sale. I liaised between MWF and external stakeholders, specifically the California Housing Finance Agency, to ensure compliance and accuracy in the transfer of information. I tracked and obtained outstanding data between loan officers and customers to avoid late deliveries and penalties for the company.

GAP YEAR TRAVELLING THROUGHOUT AUSTRALIA

Jan 2014 – Jan 2015

SAN BERNARDINO REGIONAL PARKS | YUCAIPA, CALIFORNIA

Jun 2008 – Jan 2014 General Services Worker II

Provided excellent customer service both in person and over the phone to day visitors and overnight camping guests. Created and deployed marketing materials to support the sales of park entry tickets, merchandise, and special events. Manned reception, and coordinated campground and large group bookings across several parks in San Bernardino County network. Ordered supplies, monitored stock levels, and maintained inventory.

EDUCATION

Crafton Hills College

Associate Degree in Social Sciences

Graduated May 2016

YUCAIPA, CALIFORNIA

Swinburne Professional

Diploma of Business [Marketing]

Graduated October 2019

MELBOURNE, VICTORIA

Coder Academy Full Stack Bootcamp

Diploma of Information Technology

Graduating March 2020

MELBOURNE, VICTORIA

TECH

HTML5 | CSS3 | JavaScript

Ruby | Ruby on Rails | React

Git | GitHub | MySQL | PostgreSQL

MERN Stack

SEO | WordPress | Google Ads

Adobe Creative Cloud

InDesign | Illustrator | Photoshop

Microsoft Office Suite

Excel | Access | Word

COMMUNITY ENTERPRISES

Social Coordinator for

Coder Academy Cohort 2019-2020

Member of the PACCAR Australia

Diversity Council 2017-2019