Molly **Madden**

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**

**MongoDB | Express.JS | Node.JS**

SEO | WordPress | Google Ads

**Adobe Creative Cloud**

InDesign | Illustrator | Photoshop

**Microsoft Office Suite**

Excel | Access | Word

COMMUNITY ENTERPRISES

Social Chair for

**Coder Academy** Cohort 2019-2020

Member of the **PACCAR Australia** Diversity Council 2017-2019

PROFESSIONAL **PACCAR FINANCIAL PTY LTD | MELBOURNE, VICTORIA**

EXPERIENCE 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, ensuring 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 an outstanding Victorian sales team. I prepared detailed letters of offer for clients, and wrote thorough instructions to Homesafe solicitors. I ensured well-timed communication of information necessary for exchange within a 30-day turnaround. 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.