

Robert Ryan Conway

3431 Park Blvd # 405, San Diego, CA 92103
(323) 717-1430 • robconway12@gmail.com

Experience

PLAZA HOME MORTGAGE, San Diego, CA - national mortgage lender

Investor Suspense Analyst

8/2016 - 11/2018

- Ensure timely resolution of outstanding suspense items required by investor prior to loan purchase by validating against program guidelines, researching underwriting issues, closing and funding errors, and post close issues according to company standards
- Communicate directly with branches, corporate personnel, and investors to address suspense items through rebuttal or resolution
- Ensure daily preparation and distribution of Post Closing pipeline report and Daily Wire report to management
- Monitor and identify investor suspense trends and provide feedback to management

Sales Support for national correspondent lending division

9/2014 - 8/2016

- Serve as a liaison between operations and sales by proactively managing the loan pipeline through available reporting to ensure loans are progressing to purchase
- Create MS Excel and MS Access reports to help management and sales team manage pipeline and roll fee refunds
- Resolve file issues with the appropriate area, i.e. underwriting, purchasing, and due diligence vendors.
- Provide training and welcome calls for clients
- Perform Jr. Underwriter and Loan Setup as needed

Website Support

2/2012 – 9/2014

- Provided help desk phone support to external brokers and internal Account Executives for electronic loan submissions, loan registration, rate locks and automated Desktop Underwriter (DU) findings
- Developed and performed webinar training for external clients and internal employees on website automated procedures
- Initiated and tested implementation of technology enhancements to the company website and internal proprietary loan origination system
- Acted as a liaison between production and IT and generated service requests

MITCHELL INTERNATIONAL, San Diego, CA - software company for Insurance and Auto Collision Repair

Systems Configuration

6/2009 – 2/2012

- Configured product settings for insurance carrier staff and body shop online users utilizing proprietary corporate applications
- Provided product and user support to Technical Assistance Center and Field Services departments
- Worked with Product and Territory Managers during new software rollouts and upgrades; QA supervisors for testing new software during pilots; Data Management for back-end data manipulation
- Provided product distribution reports and hierarchy status reports for managers
- Acted as a system "super user" by testing and implementing new software features and upgrades, developed efficient setup procedures

VERTICE, A DIVISION OF WACHOVIA SECURITIES, San Diego, CA - national mortgage lender

Production Support

1/2003 – 4/2009

- Initiated and tested implementation of technology enhancements to the company website and internal proprietary loan origination system
- Developed and performed webinar training for external clients and internal production employees on website automated procedures
- Identified and resolved website end users' technical problems for online loan origination services by acting as a liaison between production and IT

- Developed and distributed production tracking reports for regional management and corporate personnel using MS Excel, MS Access, and Crystal Reports
- Developed an MS Access database to manage customer email and fax distribution lists
- Created, distributed and archived HTML-formatted customer communications and corporate announcements which included rate sheets and flyers
- Provided help desk phone support to external brokers and internal Account Executives for electronic loan submissions, loan registration, rate locks, and automated Desktop Underwriter (DU) findings
- Administered third-party vendor access credentials for underwriters and other employees

FORD MOTOR COMPANY, Livonia, MI - transmission manufacturing plant

8/1994 – 12/2001

Production Supervisor

- Promoted from an hourly line worker to a salaried supervisor position
- Effectively managed manufacturing and assembly departments of 25-30 hourly union workers
- Responsible for maintaining production levels within established schedules, cost objectives, quality and safety standards
- Successfully implemented Ford Production System in each department, which included Lean Manufacturing, Synchronous Material Flow, Visual Factory, and First Time Through
- Promoted departments' acceptance of new production systems by encouraging team members to adapt to change and understand the benefits of those systems
- Established a preventative maintenance plan to ensure consistent productivity

DETROIT REGIONAL CHAMBER, Detroit, MI

8/1998 – 10/1998

Economic Development Department, a temporary, part-time position

- Worked directly with British and German companies to increase awareness of southeastern Michigan's favorable business climate
- Translated various business documents for the department from German to English
- Communicated by phone and mail to promote services offered by the Chamber in English and German
- Assisted in planning the Detroit Regional Economic Partnership's trade mission to Germany

GRAPHIC DESIGN

- Freelance designer for San Diego theaters and podcasts. Includes print media and online graphics: posters, brochures, postcards, business cards, banners, logos, and programs

PUBLICITY AND MARKETING

- Sent out press releases for local theaters
- Made television appearances on local news to promote live theater shows through the San Diego Theatre Connection
- Designed and distributed email campaigns to publicize upcoming live shows
- Communicated with theater reviewers
- Announced shows in local print media and online bulletin boards
- Maintained social media presence for theaters
- Producer for "Who Invited Her?" podcast (Securing guests, publicity, graphic design, social media)

THEATER MANAGEMENT, Lamplighters Community Theatre, La Mesa, CA

- Served as theater board member from 2014 - 2017
- Researched and implemented an electronic ticketing system
- Developed a season ticket program with ticket packaging options
- Worked box office and trained staff on ticket sales system and procedures
- Website design and development
- Director and actor for several productions (SD ACT Aubrey awards, SD Theatre Critic Circle nominations)

Education

UNIVERSITY OF MICHIGAN - DEARBORN, Dearborn, MI

Bachelor of Arts in International Studies, with concentrations in Business Management and German

Key Courses: Economics, Marketing, Organizational Behavior and Accounting

UNIVERSITY OF CALIFORNIA-SAN DIEGO EXTENSION, San Diego, CA

Completed Courses: Project Management Essentials, Planning, Procurement, Controlling Cost and Risk

Upcoming: Computer Coding Boot Camp - February - August 2019. (includes front-end and back-end technologies: HTML5, CSS3, JSON, AJAX, RESTful API's, JavaScript, Java, jQuery, Bootstrap, Express.js, React.js, Node.js, MERN Stack, Database Theory, MongoDB, MySQL, Command Line, Git, Heroku, Semantic HTML)

LUDWIG-MAXIMILIANS UNIVERSITÄT, Munich, Germany

Completed the Junior Year in Munich program through Wayne State University

Key Courses: Business German; Economic Systems; German History, Literature and Culture; Spanish

Computer Skills

MS Access, MS Excel, MS Word, Crystal Reports, Basic HTML & CSS, Adobe Photoshop, Salesforce, Calyx Point

Languages

English, German, and limited Spanish