1. Built and harmonized operations reports for team leaders, senior managers and executives, supervising automation of reports and data sources to eliminate errors.
2. Instituted contingency plans, ensuring business continuity through cross-training, documentation and data backups.
3. Produced accurate and timely collections reports, facilitating measurement, decision-making and engagement with customers.
4. Designed and monitored underwriting scorecards and related predictability.
5. Trained and mentored analysts on SAS programming, analytics and influential communication.
6. Encouraged stakeholders to approach assessments analytically and offer unique insights to bring new understanding to risk management programs.
7. Built and maintained measurement infrastructure through integration of data warehouses, SAS and business objects.
8. Developed and controlled execution of reporting and analytics for multiple operations departments.
9. Engaged with collections, risk,and fraud teams, collaborating on implementation of collection strategies.
10. Established strategy for operations reporting and analytics, identifying key needs for deliverables while driving continuous improvement of processes.
11. Developed short-term goals and long-term strategic plans to improve risk control and mitigation across [Type] area.
12. Exceeded annual net write-off target by $[Number] with delivery of $[Number] in recoveries.
13. Administered [Type] program, keeping risk low by proactively examining processes and related documentation.
14. Promoted enterprise-level risk management practices and helped instill strong culture focused on protective policies and procedures.
15. Taught employees how to control risks at front line, including how to interpret and apply sound policies.
16. Advised senior managers on policy strategies for reducing liability and preventing losses.
17. Improved processes within collections and rigorously tested test and learn strategies throughout collections processes.
18. Maintained ownership and generated [Number] fully automated SAS reports, enabling increased visibility and control of credit risk.
19. Executed [Type] roadmap to achieve risk maturity milestones across organizational levels.
20. Employed strong program management skills to successfully define and manage ongoing initiatives designed to control [Type] risks.