

Personal contact information redacted to protect online privacy

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation Date: Dec 2018
 MAJOR: Management Information Systems, GPA: 4.00

ACTIVITIES & AWARDS:

- Member, Temple University Professional Sales Organization, Jan 2017-Present
- Dog Fosterer, Paw It 4ward Foundation, Aug 2016-Present
- Target Case Competition, Temple University, Feb 2017-April 2017
- WOW! Star Award, TD Bank, Q4 2014 and Q1 2015: Awarded quarterly to less than 3% of employees for outstanding accomplishments.

EXPERIENCE: TD BANK, Mount Laurel, NJ June 2004 – October 2016
Summary: Twelve years of consumer and commercial banking experience with TD covering lending, accounting and operations. Received three promotions and key member of two mid to large scale technology upgrades.

Commercial Loan Operations Analyst August 2014 – October 2016

- Directed communication and managed projects between technology vendors and eight Operations teams in NJ, ME, and SC to ensure timely execution of tasks and delivery of technology products.
- Performed detailed analysis of loan transaction volumes using historical evidence to identify and eliminate redundancy in quality assurance reviews.
- Established on-going training schedule for seven-person quality control team to enhance quality reviews and address points of difficulty in process.
- Provided expertise on multi-department processes to members of Audit, Process Improvement teams, and management.
- Trained and mentored Junior Analyst to perform reporting functions.

Commercial Loan Operations Rep. V October 2009 – August 2014

- Coordinated communication between TD Bank and its leasing subsidiary to provide continuous, exceptional customer service across companies.
- Identified and resolved \$100,000 + in aged property tax receivables and payables in problematic GL account, post Commerce-TD Bank merger.

Commercial Loan Accounting Rep. III January 2008 – October 2009

- Reconciled commercial loan accounts and communicated with loan processors to resolve aged general ledger items.

Consumer Loan Rep. III September 2004 – January 2008

- Analyzed loan applications to assess credit worthiness of applicant.

TECHNOLOGY PROJECTS:

- **Transaction processing:** Defined technology requirements for a quality control web-based application designed to house, analyze, and report quality statistics for three high volume loan transactions systems. **August 2014 – April 2016**
- **Process efficiency:** Led an initiative to move an 80-person department from a highly paper-dependent mode of processing to one that was paperless, resulting in department savings of over \$10k per month. **February 2015 – April 2016**

INFORMATION TECHNOLOGY SKILLS:

- Proficient in Microsoft suite, SAP Business Objects, Web Intelligence and Monarch

CERTIFICATIONS:

- Active Operations Management: Level 1 Practitioner
- Professional Sales Organization: Beginner Sales Certificate