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## SITE LEAD/PROCESS ANALYST

### Summary

I am seeking a position that challenges my current experience and grants the opportunity to make a measurable impact. Much of my experience is transferable, specifically in the areas of business strategic planning, process development, problem resolution, customer service, attention to detail. I also look forward to further developing my skills and talents within the context of the organization. I am a strong planner and a problem solver, who readily and easily adapts to change. I work well individually or within the context of a team, and consistently exceeds expectations. Able to manage multiple priorities and meet tight deadlines without compromising quality.

### Skills

- Leadership development training
  - Process development
  - Bank reconciliations
  - Office Management
  - Conflict resolution
  - Complex problem resolution
  - Strategic planning
  - Records Management
  - performance tracking
  - Business recovery and sustainability
  - Interpersonal Customer Service
  - Spreadsheets/Reports
  - All forms of communication including verbal, written and digital
- Computer skills
- Microsoft office Suite
  - workday program
  - kronos
  - Regloginc
  - Arrow and CPI
  - Fidelity
  - QuickBooks

### Accomplishments

- Multiple awards for performance.
- Cut operating expenses by 45 % year over year by created new workflow process that enhanced efficiency
- Reduced office expenses by finding smarter solutions for vendors, suppliers and services.
- Five years of training on leadership development and mentorship
- Completed over 50 books on leadership, people skills and business management.

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### Experience

site lead/process analyst

City , State Company Name / Sep 2013 to Current

- Developed organizational change management strategies.  
Reduced organizational operating costs by 45 % by streamlining processes.
- Conducted activity-based analysis of business processes and made recommendations based on the findings.
- Responsible for a Team of Nine Technicians
- Drafted monthly Financial reconciliations and forecasts
- Identified "bottlenecks" and implemented new and improved processes and policies.
- Ensured that team member responsibilities were defined and understood.
- Managed projects ,coordinated meetings and served as primary liaison between client (US Bank) and multiple internal groups to ensure clarity of goals and quality and adherence to deadlines.
- Tracked departmental output.
- Implemented corrective actions.
- Trained and supported users during new system implementations and upgrades.
- Computed, recorded, and proofread data, records and reports.
- Established and maintained effective communication system.
- Planned, directed and monitored regulatory operations.
- Ensure consistent and comprehensive investor protection.
- Implemented processes to streamline workflow.
- Created solutions in the areas of inventory, production reporting, and software upgrades that led to system improvements and streamlined processes.
- Communicated with customers, employees and other individuals to answer questions and explain information.
- Carefully organized, analyzed and prepared technical data reports to ensure proper workflow and productivity.

Loan mortgage Foreclosure (Promoted) to inventory control manager.

Company Name Sep 2011 to Mar 2013

- Researched banking guidelines and statutory requirements to stay updated on new laws and applications.
- Actively recruited and oversaw training for all new department employees.

- Assisted senior-level credit officers with complex loan applications.
- Performed daily maintenance of the loan applicant database.
- Achieved proper compliance and accurate executive level reporting.
- Managing the flow of inventory on the work floor.
- Enforcing new government regulation and making sure my team members were in compliance with current regulation.
- Customers service working with all diverse wells Fargo clientele.
- Acted as a liaison for multiple departments in creating a new standardized process.
- Connecting with attorneys on processing foreclosures in terms and the conditions.
- Examination of files to ensure there are no errors, missing information, or invalid information.
- Answering enquiries by telephone, in writing or by e-mail.
- Addressed and resolved non-routine, complex and unexpected variances.
- Ensuring all files meet compliance.
- Problem solving to resolve inaccuracies.
- Reviewed held up loans for re-examination and recommended appropriate action.
- Reported the results of loan reviews, including deficiencies and irregularities.
- Provided corrective action plan for problematic loan situations.
- Analyzed documentation for evidence of deficiencies.

#### Lifetime fitness

Jul 2006 to Sep 2015

- Supervisor of the hospitality and operations department Overseeing employees/help employees meet and exceed company standards.
- Provide administrative support for various departments including: answering telephones, assisting visitors, and resolving a range of administrative problems and inquiries.
- Workday: wage profiles, PTO, HR.
- Kronos time clock software: Time clock management.
- Coordinate various staff for operational support activities of the unit; serve as a liaison between departments and operating units in the resolution of day-to-day administrative and operational problems.
- Provide uncompromising customer service to all patrons of the club.
- Coordinated multiple departments to plan meetings.
- Established strong relationships to gain support and effectively achieve results.
- Earned excellent marks on performance reviews, with citations for excellence in areas including: work, accuracy and quality, ability to learn and master new concepts, positive work ethic, and commitment to providing unsurpassed service.
- All qualities that will further keep Work with fellow colleagues.

#### Education and Training

diploma Burnsville High School

Biochemistry and Entrepreneurship University St. Thomas, St. Paul Minnesota

Biochemistry and Entrepreneurship

working progress

John Maxwell Leadership Training

Part of CEP(continue education program) - receive cutting edge education on Bussiness ownership, leadership skills, people skills, and

Entrepreneurship thought process on training on creative thinking, goal setting and excecutions

Leadership Team Development

Attend four conferences annually

conferences focus on:

- Leadership, team/organization dynamics, business and organizational leadership
- Business Thought process
- Strength devotement and focus
- Also part a monthly leadership book ie (21 irrefutable laws of leadership, skill with people, personality plus...etc

#### Extra Desirable Qualifaction

- Bilingual skills (Kiswahili fluent in speaking and writing) Kiswahili language is widely spoken and understood throughout multiple african countries including (Kenya,Tanzania, Somalia, Ethiopia, Malawi etc.)
- Cultural competency
- Worked with people from: Hmong culture with heavy interactions in both wells Fargo and Kern. I have also worked with Somali and Ethiopian culture leisurely and professionally.