



- Assess operational risk and influence changes at process level
- Hold regular meetings with broad based sponsors, internal customers, stakeholders
- Complete forms, business cases, etc. related to EGS changes
- Respond to audits, corrective actions
- Discuss with LOB, research and implement additional opportunities for EGS
- Manage process improvement IDEAs suggested by EGS to obtain all approvals and lead implementation
- Prepare decks to make recommendations to improve EGS support overall and at process level
- Review and participate in any and all change requests, events (e.g. team member connection, enhancements) that may impact EGS
- Participate in all projects that have potential EGS impacts (e.g. demands, RESPA/TILA, Closing Revamp) to ensure coverage

**Wells Fargo Home Mortgage, GSPO**

**Project Manager**

**2012- 2013**

- Responsible for relationship management with LOB, EOP Governance, EOP Finance, Transition managers and project managers
- Consult with business partners to clarify and define project requirements and business case
- Coordinate and work with the LOB, LOB project and program leads to determine process to be relocated offshore
- Manage multiple transitions using appropriate offshore methodology
- Prepare reports and graphs for management
- Interact with LOB, Transition managers, project managers, legal, EOP governance to complete deliverables for EOP methodology
- Coordinate and/or facilitate meetings across domestic and international time-zones.
- Oversee transitions to ensure timelines and deliverables are met

**Wells Fargo Home Mortgage, Wholesale**

**Regional Operations Consultant**

**2000 – 2012**

- Responsible for assisting multiple wholesale mortgage locations in interpretation, presentation and administration of big picture operational policies, procedures, trends, forecasting, and benchmarking.
- Assisting in training, coaching and motivating of branch Operation Managers and staff on process expectations, compliance requirements, and best practices.
- Consult with locations to develop corrective action plans and effectively manage change in process
- Conduct on site process evaluations to determine adherence to best practices and process requirements as implemented to achieve optimal productivity.
- Identify issues and roadblocks impacting productivity in Operations locations and proactively propose solutions.

- Conduct root cause analysis to understand issue source before creating solution.
- Interact with branch, regional and national level teams and business partners to communicate audit issues, and corporate policy issues.
- Ensure critical information is delivered and distributed up and down within organization in a timely manner.
- Support partnering with other Operation Managers across the organization while encouraging the sharing of best practices.
- Responsible for providing day to day direction, coaching, and mentoring to team members and Well Fargo India Services
- Act as project leader for corporate initiatives; become subject matter expert on assigned projects.
- Act as key contact for issues and questions for systems, compliance issues, post closing, and servicing.
- Act as regional resource for information and for locating experts within and outside organization.
- Provide operational risk expertise, consulting for projects, and initiatives
- Create policies and procedures to ensure the location's products and services meet all applicable laws and regulations
- Identify training opportunities, act as SME to develop training materials
- Identify gaps in our origination system (LPS) and implement controls to mitigate risk while maintain operational efficiency
- Evaluate the adequacy and effectiveness of policies, procedures, processes, systems, and internal controls

## **EDUCATION**

Associates of Arts Business  
San Jose State University

## **SKILLS**

Knowledge of conventional and government guidelines  
 Knowledge of wholesale compliance procedures  
 Project Management Experience  
 Off-shoring experience  
 Regulatory and compliance guidelines  
 Proactive and self starter  
 Proven telecommuting experience  
 Use of Excel, Word and PowerPoint