

## BANK OPERATIONS ANALYST

### Summary

To utilize the skills that I possess in a challenging diverse working environment.

### Highlights

- analytical
- customer service
- communication skills

### Accomplishments

PBOL program 2013 graduate

### Experience

Bank Operations Analyst 01/2010 to Current Company Name City , State

- Responsible for reviewing and processing Returned Deposited Items (RDI), Returned Cash Items and Non Post Items Complete operational functions including approving G/L tickets and Key Master reports prior to forwarding to Data Entry for processing Assist teammates in monitoring department mailbox, researching items and phone support.
- Worked with Special Services in Atlanta during the transition of the functions our department inherited.
- Assist in developing and updating department procedures Work closely with Management and SunTrust Liaison to stream line the North Carolina Treasurer process.

Account Certification Operations Analyst 01/2009 to 01/2010 Company Name City , State

- Responsible for staff daily operations of processing the W8/W9 forms and the processing of 1099 correction requests for year end tax statements.
- Provide coaching and training to new and existing employees on daily and new processes.
- Complete operational functions including approving G/L tickets, maintenance reports for account updates and refunds.
- Assist Operational Manager with staff reviews.
- Analyze compliant and non compliant trends and provide recommendations for improving monitoring of programs, system enhancements, and user education.
- Provide escalated support to internal and external customers on IRS related issues.
- Assist in the development and design of the SQL database for department.
- Verify and calling in the 945 and 941 Wire Remittance.
- Provide phone support to the Help Line and branches.
- Monitor department mail box answering questions and completing research on outstanding items.
- Attend weekly and bi weekly staff meetings.

Account Certification Operations Supervisor 4 w/staff 01/2008 to 01/2009 Company Name City , State

- Responsible for staff daily operations of processing the W8/W9 forms and the processing of 1099 correction requests for year end tax statements.
- Provide coaching and training to new and existing employees on daily and new processes.
- Complete operational functions including approving G/L tickets, maintenance reports for account updates and refunds.
- Assist Operational Manager in hiring, disciplinary actions as well staff annual reviews.
- Analyze compliant and non compliant trends and provide recommendations for improving monitoring of programs, system enhancements, and user education.
- Provide escalated support to internal and external customers on IRS related issues.
- Assist in the development and design of the SQL database for department.
- Verify and calling in the 945 and 941 Wire Remittance.
- Provide phone support to the Help Line and branches.
- Supervise 5-7 employees.

Account Certification Workflow Coordinator 01/2007 to 01/2008 Company Name City , State

- 4 Responsible for ensuring the staff completed all daily processes including, but not limited to, W8/W9 forms, 1099/1098 year end tax statement corrections.
- Provide coaching and training to new and existing employees.
- Conducted departmental training on new and upcoming projects.
- Assist with the development, design and implementation of Sales Force (system used via internet to receive year correction request).
- Assist with the VCP/Remediation project to mitigate 1.7M in potential liabilities.
- Verify and calling in the 945/941 daily Wire Remittance.

Teller Coordinator 01/2005 to 01/2007 Company Name City , State

- Responsible for performing lead teller functions such as balancing and ordering cash replenishment for branch, scheduling employees for work shifts, conducting performance review with branch manager and participating in selections of tellers.
- Also, completing advanced or complex teller transactions.
- Complete operational functions which included approving transactions, cash control, branch security and internal control.

- Participates in sale campaigns and made sure all tellers are aware of, and participating in, achievement of sales and service goals.
- Typically supervised 3-5 employees.

#### IRS Compliance Analyst 01/2001 to 01/2005 Company Name City , State

- Responsible for the processing of corrections request for 1099/1098 and all other responsible reportable applications for all banks, including NCF.
- Assist the Help Desk by answering questions and returning phones to the branches.
- Responsible for the Huntington Bank Merger mailing of 140,000 W9 forms in Feb 2002, supervising 7 temp employees, reviewing processing the incoming work.
- Created letters to be used in returning documentation to customers.
- Work with all levels of management.
- Responsible for verification/balancing over 300 banks of Tax Reporting system entries.
- Upload files to the IRS Project support during year-end testing.

#### IRS Compliance Specialist 01/1998 to 01/2001 Company Name City , State

- Responsible for clerical support to the compliance analysts.
- Responsible for verification/balancing of Tax Reporting system entries.
- Researching/monitoring new account reports.
- Process and review Forms W8/W9 Editing and filing savings bond receipts Process and balance daily backup withholding deposits for thirteen banks and monthly spreadsheets.
- Project support Mail distribution.

#### Operations Specialist 01/1996 to 01/1998 Company Name City , State

- Monitoring reports for 5 banks on a daily basis.
- Determining what items need to be reported to the IRS.
- Making sure all items are reported within the allotted time.

#### Off Clerk 01/1995 to 01/1996 Company Name City , State

- To verify pay-off on automobile loans.
- Determine if the pay-off would satisfy the loan to begin process of the titles.

#### Money Center Processing Teller 01/1990 to 01/1995 Company Name City , State

- To verify and process merchant deposits.
- Delegate and distribute work to fellow co workers.
- Assist in balancing the cash vault.

#### Money Center ATM Teller 01/1990 to 01/1995 Company Name City , State

- Process overnight customer deposits.
- Monitor ATM's to determine cash replenishment.
- Travel to conduct monthly audits to balance off site ATM's.

#### Bank Teller 01/1989 to 01/1990 Company Name City , State

- Handled customer transactions on a daily basis.
- Balanced teller drawer at the end of each day.
- Assist with balancing ATM and cash vault.

#### Education

Business 2013 Bellevue University City , State

#### Certification

Business Management 1997 Valencia Community College City , State Business Management

Business Management 1990 Seminole Community College City , State Business Management

Medicine/Nursing 1989 Bethune Cookman College City , State Medicine/Nursing

Diploma 1988 Lake Brantley High School City , State

#### Skills

10 key, Account reconciliation, ATM, backup, balance, Banking, bi, Cash management, clerical, coaching, Oral, Customer Service, Data Entry, database, documentation, Editing, filing, Forms, phone support, Help Desk, hiring, letters, mailing, meetings, Mail, Microsoft office, Organizational skills, Problem solving, processes, reporting, Researching, research, Sales Experience, Sales, scheduling, spreadsheets, SQL, supervising 7, Tax, phones, Phone etiquette, typing 40 wpm, written communication skills, year-end