

**DATA-DRIVEN STORYTELLER & CREATIVE PROBLEM-SOLVER**

**Delivering Transformation in People, Processes, & Technology**

Dynamic and versatile Analyst skilled in analyzing data, supporting new technology implementations, and using both to obtain desired results with high efficiency.

Experienced Leader, developing individuals and teams, creating customized programs, and managing complex and escalated issues.

Exceptional interpersonal and communication skills, building rapport with diverse audiences, delivering complex or hard-to-understand content with ease, and improving performance.

- Quantitative & Analytical Skills
- Detail Oriented/Obsessed
- Quality Control (QC)
- Self-Motivated
- Strategically Oriented
- Time Management
- Advanced Excel Skills
- Presentation Skills
- Strong Verbal/Written Skills
- Data Synthesis
- Highly Organized
- Naturally Curious, Fast Learner

**PROFESSIONAL EXPERIENCE**

**JOURNEY CHRISTIAN CHURCH**, Irvine, CA

**2018 to 2018**

**Consultant – Data Analyst & Database**

Worked with leadership to merge multiple data sources into a single new database. Organized and analyzed survey data from events to identify and prioritize needs.

- Located data held in various locations throughout the organization, compiled, analyzed, cleaned, and entered into master database, ensuring high quality and integrity of the data. Used SQL-based queries to clean and prepare database for migration.
- Organized and analyzed survey data to identify highest priorities, determine leadership and financial investments required, and develop an implementation plan.

**CDF CAPITAL**, Irvine, CA

**2004 to 2017**

**Data Analyst / System Administrator** (2009 to 2017)

Held dual roles in IT and investment servicing and provided technical leadership to the organization in both areas. Handled complicated investment account research. Generated, maintained, and refreshed monthly reports. Maintained accurate and detailed database. Managed multiple implementation projects, provided training, and resolved issues.

*Data Analysis and Implementation*

- Selected as technical leader on core servicing team that provided support for implementation of 2 new correspondent banking systems and trained end-users.
- Upon most recent bank transition, designed, implemented, and trained team on a series of templates that took the processing times for batches from an increase of 50%+ down to 10% or less, with increased accuracy and less staff-hours required. Implemented new data quality processes and procedures to maintain results.
- Avoided compliance penalties by analyzing dormancy and escheating requirements for all 50 states, then presenting the information (through both verbal and written presentations).
- Processed \$200M in ACH, wire, and check redemptions annually with error rate of less than 0.1%, through being detail-oriented and using data validation processes.

*Real Estate Data & Systems Management*

- Analyzed property market values and assessed implications of value and overall hold/sell strategy. Collaborated with and provided support for VP and Construction Cost Managers.
- Prepared requirements, researched, recommended, and implemented new property management software (Yardi), streamlining processes and removing redundancies with improved accuracy for management of \$140m+ in REO properties.

**CDF CAPITAL**, Irvine, CA

**2004 to 2017**

**CDF CAPITAL, Data Analyst / System Administrator (continued)**

*System Administration & Project Management*

- Led delivery of OnBase document storage solution, working closely across cross-functional teams, especially involving IT relationship management, to customize modules, resolve issues, and meet defined deadlines.
  - Developed and implemented process to improve investment scanning workflow, partnering with IT to reduce scanning time by 50% and achieving almost 100% accuracy.
- Analyzed and recommended quality system enhancements and upgrades to senior leadership, providing technical direction to safeguard data integrity, support company objectives and improve end-user experience.

**Senior Loan Coordinator (2006 to 2009)**

Managed Loan Closing team and served as escalation point for complex loans. Managed loan process from point of loan approval and closed \$125M in first and second trust deed loans per year. Provided exceptional customer service.

- Met loan deadlines and compliance guidelines by guiding team through process, communicating regularly with key stakeholders, and reporting to management teams.
- Created and implemented new file structure for network drive and facilitated training for end users of all levels, allowing for transparent communication across teams and standardizing procedures.

**Loan Servicing Representative (2004 to 2006)**

Processed loan payments. Reviewed automatic loan payments for accuracy, entered into online banking system, and generated payment batch. Contacted delinquent customers to resolve payment issues.

- Developed standard documentation for loan servicing process, which provided team with clear steps to service loans without errors or delays.

**DEL AMO CHRISTIAN CHURCH**, Torrance, CA

**2001 to 2003**

**Pastor**

Managed church operations, scheduled events, and planned growth and outreach opportunities. Prepared and delivered weekly sermons. Led strategic planning, trained leadership teams, and supported new programs for parishioners. Taught Bible studies and provided basic counselling services.

- Designed and executed Congregational Analysis, gathering input and requirements from church and community, analyzing insights, and preparing a report of findings and recommendations for leadership.
- Translated difficult-to-understand biblical content into accessible, relatable, and memorable messages to a wide range of people.
- Analyzed options for the church's future and provided leadership through difficult steps of closing.

**EDUCATION**

**Master of Arts (MA)**

HOPE INTERNATIONAL UNIVERSITY, Fullerton, CA

**Bachelor of Arts (BA)**

HOPE INTERNATIONAL UNIVERSITY, Fullerton, CA

**AUTHOR & SPEAKER**

*Once Upon YOUR Time* (a time management book)

*Faith and the Magic Kingdom*

Speaking engagements for up to 400+ on subjects from and related to these

**PROFESSIONAL CERTIFICATIONS / AFFILIATIONS**

Notary Public

Toastmasters International

Mensa International