

OBJECTIVE:

A position that will allow me to grow and progress in the field of Training & Development

QUALIFICATIONS

Ability to maintain a high level of personal energy and to promote and create positive energy individually, and in a group setting, to enhance the learning experience for others

EMPLOYMENT

6/2000-Current

Guild Mortgage Company

San Diego, CA

Training Specialist

Trainer

- Deliver instructor led training in group or individual sessions via web share or face-to-face
- Train Loan Processors on DOS based proprietary processing system (IBM AS400/i5), Loan Officers on originating software (Calyx Point) and in-house website
- Provide post training system and procedural support via face-to-face or telephone
- Deliver onboarding training to recently opened branches to familiarize new hires, from branch managers to receptionist, of policies and procedures
- Analyze participant learning styles; utilize training techniques and adult learning theory to target learner style
- Develop and update training materials for new programs and system changes
- Maintain intranet website content for Training Department
- Participate in recruiting meetings for possible new branches and set-up meetings once recruit has signed on to insure all training requirements have been scheduled
- Coordinate resources such as participants, training rooms and equipment
- Ability to be flexible to meet changing priorities or environmental challenges
- Use strong public speaking skills in delivering training content

Systems Analyst

- Serve as a liaison between corporate departments, senior management and branches to analyze issues to improve procedures
- Work with VP of Information Systems (IS) and senior programmers as a system designer, in designing and testing online application system, converting DOS base system into Windows overlay
- Test software program updates, working with IS department, in Windows and DOS environments
- Collect and evaluate feedback from system users and subject matter experts to improve proprietary software
- Serve as the "Go-To" corporate contact for new branch staff and management, as well as existing personnel, to establish a 360 degree view of an issue or goal
- Collaborated with VP of Compliance, VP of IS, and programmers in development, design and implementation of system upgrades and procedures for new Federal Truth in Lending regulations

8/1997-6/2000 Wells Fargo (Norwest/WMC) San Diego, CA

- Senior Processor/Underwriter (Level I & II)-Builder Division

3/1997-8/1997 Countrywide Home Loans San Diego, CA

- Senior Loan Specialist/Funder

12/1995-3/1997 Guild Mortgage Company San Diego, CA

- Loan Processor/Funder

7/1992-12/1995 Accubanc Mortgage (Medallion Mortgage) San Diego, CA

- Loan Processor

SOFTWARE

Well Versed

- Calyx Point, Word, PowerPoint, SnagIt, GoToMeeting/Webinar

Working Knowledge

- Camtasia, Dreamweaver, Photoshop, WebEx, Excel

EDUCATION

1997 San Diego State University San Diego, CA

- Bachelor of Arts/Liberal Arts and Sciences-English

2009-Expected May 2012 San Diego State University San Diego, CA

- Graduate studies in Educational Technology/Instructional Design