**EDUCATION:**

**Central College**, Bachelor of Arts Degree, May 2003

General Studies: Communication, Psychology, and Exercise Science

# CIVIC LEADERSHIP & COMMUNITY INVOLVEMENT:

**Amanda the Panda of Greater Des Moines,** *Volunteer*

* Advisory Board Member, January 2017 – present
	+ Serve on the Communication Subcommittee
* Grief Camp Counselor, October 2012 – present
	+ Provide opportunities for grieving children to learn and practice healthy coping skills through activities at Camp Amanda (e.g., low-ropes course, interactive games) and facilitating small group discussions
	+ Available to campers as a safe person to meet with and listen, and provide opportunities for campers to connect and relate to each other
	+ Help create curriculum to facilitate healthy mourning and positive adaptations for adolescents

**Dress for Success Des Moines,** *Volunteer,* March 2015 – present

* Professional Women’s Group Committee, *Co-Coordinator*
	+ Serve on the Professional Women’s Group (PWG) committee and help plan curriculum, schedule speakers, and organize monthly topics on career development and personal growth
	+ Facilitate monthly sessions to help provide the knowledge, tools, and resources for the women in PWG for them to continue to advance in their current roles
	+ Serve as a mentor for women who are disadvantaged and help them where they currently are in their career and personal life without judgement

**Christian Opportunity Center**, *Group Home Volunteer,* April 1998-June 2001

* Assisted people with mild/moderate disabilities in developing independent living skills
* Coordinated activities with individuals doing activities which helped them to work on mobile and mental skills, including physical exercises, puzzles, and providing special music

# Veteran’s Administrative Hospital, *Intern*, June 2001-August 2001

* Provided group therapy sessions and activities with veterans suffering from post-traumatic stress.
* Co-led a reality orientation group with veterans living in the VA nursing home.

**EMPLOYMENT:**

**Wells Fargo - Real Estate Owned (REO),** August 2017 – present, *AVP, Business Liaison Consultant*

* Manage REO (Real Estate Owned) Home Donation Programs
	+ Oversee the Community and Urban Stabilization Program (CUSP) and the Military Donations program, which has donated more than 350 REO-owned valued at more than homes to wounded veterans since 2013
* Manage relationships with nonprofit organizations approved to receive donations from Wells Fargo’s REO inventory. They are responsible for ensuring donation recipients are using the homes they receive in a way that contributes to neighborhood stabilization.
* Partners with Wells Fargo’s Community Outreach team members, Communications and Marketing to plan and deliver internal and external stories, assist with media inquiries and interviews, conduct PR opportunities at public and private events and fundraisers in the community.

**Wells Fargo - Real Estate Owned (REO),** April, 2013 – August, 2017, *Community Development Manager*

* Developed and created processes for the Community and Urban Stabilization Program (CUSP) and the Military Donations programs
* Built working relationships with internal teams, including Marketing and Communications, and collaborated to execute successful events

**Wells Fargo - Real Estate Owned (REO),** April 2012 – April 2013,*Community Affairs Representative*

* Managed the relationships with nonprofit organizations, land banks, and other government entities to purchase or receive donations from the REO inventory ensuring recipients are properly maintaining, repairing, and using the homes they receive in a way that contributes to neighborhood stabilization.
* Spoke at various conferences and meetings to share Wells Fargo’s key initiative to revitalize communities by appropriate disposition to responsible nonprofit organizations or other entities.

**Wells Fargo - Real Estate Owned (REO),** January 2011 – April 2012,*Loan Administration Manager*

* Responsible for hiring, coaching, developing and supervising 11 team members
* Led and oversaw activities of closing production of reviewing and signing the HUD and other seller documents, and developed and implemented operational, servicing, or documentation procedures, methods and work systems.

**Wells Fargo - Real Estate Owned (REO),** June 2009 – January 2011, *Business Training Consultant*

* Developed training material to deliver training to new hires, team members, and clients including Wells Fargo Financial, Pick-a-Pay, Service Link, and LPS, and identified risk and compliance issues, then create and implement new curriculum to meet internal business goals and to maintain effective relationships with clients and investors.
* Selected by senior management to work on special projects, adding responsibility to my daily duties, while working on the DRI Conversion and integration with Wachovia, GEO Implementation, Business Rules Expansion, and REO Internet Development with extensive content development and writing e-business material.

**Wells Fargo - Real Estate Owned (REO),** October 2007 – June 2009, *REO Asset Recovery Manager*

* Managed a large portfolio of REO properties and performed listings, price reductions, and contract sales while analyzing values to better understand the competitive market.
* Provided excellent customer service to real estate agents, clients, and the REO team while following business procedures and client and investor guidelines.

**General Motors,** Kelly Services, November 2003-April 2006, *OnStar Sales Manager*

* Facilitated sales training meetings within the dealership to train sales people, general managers, and dealers to sell upgraded packages, using OnStar’s features to maximize sale potential of General Motors vehicles.
* Marketed, presented, and demonstrated OnStar features during new customer clinics, promotional events, and to new sales staff with training materials, and assisted my Area Sales Manager by training new territory sales managers, shadowing, and having them ride along on my sales calls and presentations.

**Enterprise Rent-A-Car**, May 2003-November 2003, *Management Trainee*

* Continual management training on business processes including marketing to corporate accounts, sales, budget planning, and coaching new hires.
* Provided excellent customer service via the telephone and throughout the rental process while building strong relationships with corporate clients.

**BUSINESS ACCOMPLISHMENTS - AWARDS, RECOGNITION, & CERTIFICATION:**

* **Wells Fargo Servicing Leadership Lab**, *Participant*, May 2017 – present
	+ Leadership Lab is a year-long leadership development program for an elite group of high-potential leaders selected from across Wells Fargo’s servicing organization.
		- Cross-functional relationship development
		- Senior Leadership exposure
		- Enhance a broad organizational awareness
		- Skill Development (e.g., Leading, Coaching, Managing, and Communicating)
		- Continued Development of Leadership Competencies
* **2016 Central Iowa Chapter Volunteer of the Year Nominee**
	+ 13 Wells Fargo Team Members were recognized across business lines who demonstrated efforts in the areas of diversity and inclusion and volunteerism
	+ Nominated by former manager to recognize the amount of hours and the impact my volunteer work with Dress for Success and Amanda the Panda has been a positive influence to leadership and peers within Wells Fargo within the community
* **Wells Fargo**, *Community Development Manager*
	+ Extraordinary Leadership for Managers, *Participant*, October 2014
	+ Wixted Pope Nora Thompson & Associates, *Executive Media Training*, June 2013
	+ Dardis Communications, *Professional Presentation Skills Training,* August 2012
* **Wells Fargo**, *Business Training Consultant*
	+ Service Excellence Winner, 3rd Quarter, 2010
	+ Team Excellence Winner, 3rd Quarter, 2010
* **General Motors OnStar**, *Sales Manager*
	+ Recognized at the 2006 Las Vegas GM Convention for creating and designing the top marketing item for the GM OnStar website
* **Enterprise Rent-A- Car**, *Management Trainee*
	+ Top sales producer in June, July, August, September, and October of 2003

**PUBLIC RELATIONS EXPERIENCE - MEDIA / PRINT PUBLICATIONS:**

* Represents Wells Fargo at conferences and events / public venues with speaking opportunities:
	+ Presented a speech at a Financial Services Roundtable at the Federal Reserve in April, 2013
	+ Presented a speech at the VAREP Policy Conference in June, 2015
	+ Various events with home donation presentations (e.g., KC Royals game, the Royal Las Vegas Bowl, and most recently a Zac Brown Band concert in Los Angeles alongside Wells Fargo’s CEO, Tim Sloan)
* Conducts media interviews, representing Wells Fargo and sharing the home donation stories in media outlets in local markets where the donations take place, as well as national coverage
	+ [Military Home Donation in El Cajon, CA - Media clip (interview at 2:15)](https://www.youtube.com/watch?v=nFQJepfS5AE&list=FLEv925oZcbnA3oEAo4j7OEQ&index=10)\
	+ [Military Home Donation in Marquette, MI - Media clip (interview at 0:25)](https://www.youtube.com/watch?v=9tSwnREnw4c&index=9&list=FLEv925oZcbnA3oEAo4j7OEQ)
	+ [Military Home Donation in San Antonio - Video clip (interview at 3:00)](https://www.youtube.com/watch?v=2_Ftl8kDCs8&index=7&list=FLEv925oZcbnA3oEAo4j7OEQ)
	+ [Military Home Donation in Jacksonville, FL - Video clip (interview at 19:15)](https://www.youtube.com/watch?v=agXGu-kEL8c&feature=youtu.be)
	+ [Military Home Donation in Ankeny, IA - Media print](http://www.weareiowa.com/news/local-news/wells-fargo-donates-home-for-veteran/783472597)

*\*Note – Hyperlinks provided above access videos (right click from mouse or Shift+F10) by opening hyperlink when viewing in electronic form.*