

SUMMARY OF QUALIFICATIONS

PHR certified Human Resource professional with a Juris Doctorate degree. Regarded as a strong business partner with broad base knowledge of HR and ER discipline. Also knowledgeable in Labor & Employment law and process. Able to manage multiple projects and drive implementation of HR/ER practices and systems. Able to establish relationships at various leadership levels and possess vertical and horizontal communication skills. Effective presenter, strong writer, and critical thinker. Sound problem solving and decision-making skills.

SKILLS SUMMARY

- ◆ Employment Law
 - ◆ FMLA/EEOC/WC
 - ◆ Interpret CBA's
 - ◆ Employee Relations
 - ◆ Microsoft Office/SAP/ADP/Lotus Union Avoidance
 - ◆ Performance Management
 - ◆ Internal Investigations Siebel Database
 - ◆ PHR Certified
 - ◆ KRONOS/Peoplesoft
 - ◆ Conduct Risk
 - ◆ Management Experience
 - ◆ Navex
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PROFESSIONAL EXPERIENCE

Wells Fargo, N.A., Charlotte, NC

May 2020-Present

Lead Investigator, Enterprise Investigations Monitoring & Review

Provide enterprise-wide oversight and review of internal investigations performed by Managed Resources. Review and approve Suspicious Activity Report filings (SAR) and No-SAR decisions.

- Manage the investigation process and team of outside attorneys who conduct Sales Practice investigations enterprise wide.
- Review investigative process to ensure exercise of appropriate investigative techniques (interview, e-discovery, evidence collection, forensic examination) and achievement of quality results.
- Review case file decision making processes to ensure quality work and compliance with department and regulatory guidance.
- Provide guidance, training and feedback to team of attorneys relative to investigations and adherence to Service Level Agreements with client groups.
- Participation in special projects as needed. (i.e. – PPP Loan Investigation; Equipment Recovery)

Bank of America, Charlotte, NC

September 2017-May 2020

Manager, Internal Enterprise Investigations

Investigate, manage and resolve complex Employee Relations cases and executive escalations from Global Technology & Ops and Staff Support; Consumer Banking and GWIM lines of business.

- Responsible for interface and cross functional partnership with the following support functions for Bank's lines of business: Human Resources; FLU Leaders; Internal Investigations Group; Information Security and Cyber Forensics; Corporate Security; Protective Services and Threat Management.
- Lead and participate in on-site investigations and Workplace Environment Assessments.
- Proactively identify ways to prevent or reduce Employee Relations issues through implementation of additional controls, education and/or processes.
- Lead internal request for production of document efforts in preparation to respond to administrative charges and/or inquiries

