

Summary

Proactive and results driven manager with progressively responsible leadership experience. Expertise in leading cross functional multi-site groups to accomplish objectives and meet critical deadlines in a fast paced high growth, dynamic environment. Keen understanding of business priorities; a team player committed to managing operations flawlessly while contributing to business development and revenue-producing activities. Recognized as a manager who is capable of fostering a sense of pride and integrity among the staff, and committed to high ethical standards. Ability to interface with professionals on all levels. Bilingual, English and Spanish.

Key Skills

- Strategic Planning, Budget Management & Cost Control
- Analysis & Problem Resolution
- Team Building & Leadership
- Productivity & Cost Reduction Improvements
- Customer Relations
- Cross-functional Communication/Relationship Building
- Vendor Selection and Negotiations
- Project Management, Merger & Acquisition Integration
- Inventory Management

Computer Literacy: Excel, Word, PowerPoint, Outlook, Internet & Proprietary Systems

PROFESSIONAL EXPERIENCE

WELLS FARGO BANK, Auto Finance Group, Santa Ana, CA

Vice-President/Asset Remarketing Manager (1995-2006)

Established and led a national Asset Remarketing team annually liquidating 40-70k vehicles strategically in 40 states through retail and wholesale channels. Scope of accountability included multiple functions related to lease end activities; accounting, account maintenance, billing, collections, and charge-off. Developed performance indicators, operating goals, realignment initiatives, productivity improvements and cost reduction programs. The multi-site team consisted of 20 professionals and 55 clerical employees.

- Instrumental in creating an inventory control system which resulted in decreasing turn times by 2 days immediately improving expenses and losses.
- Built brand awareness nationwide by implementing auction best practices and guidelines, consistent sales dates and run times along with creative annual marketing campaigns.
- Initiated and managed transition from manual to electronic vehicle condition reports which eliminated 7 clerical positions and substantially increased productivity.
- Renegotiated national contracts with vendors which resulted in consistent fees across the country and lower reconditioning expenses of \$10.00 per vehicle.
- Improved customer satisfaction and reduced complaints 35% at lease end by performing a root cause analysis and adjusting the billing program accordingly.
- Developed and managed departmental annual budget achieving a 2-3% variance directly in line with company goals.

Operations Manager, Financial Services Manager, Customer Service Administration

Collected above the industry average for excess wear billed at lease termination by developing a well-trained, cohesive and highly motivated team in conjunction with a comprehensive compensation plan.

- Consistently achieved satisfactory ratings on all audits by establishing common performance standards and processes along with proper controls and monitoring.
- Instituted various in-house cross-training programs to provide staff with growth opportunities which led to numerous promotions within the team.
- Awarded lifetime membership to the National Auto Auction Association for my contribution to the Auto Remarketing Industry and recognized as one of the first women to lead a national Remarketing Team.

Vice-President/Operations Manager

(1985-1995)

Directed overall operations for various business units within the Auto Finance Group; Accounting, Funding, Insurance Services, Lien Perfection, Customer Care, Account Maintenance and Lease End Sales. Led cross functional teams on key projects and participated in and coordinated numerous conversion teams for reorganizations, mergers and acquisitions.

- Spear-headed the total conversion and start up of new business units in Insurance tracking, Lease End Sales, and Residual Value Insurance claim processing resulting in increased overall productivity, expense control, and minimized losses.
- Continuously met customer service level agreements by creating measurable goals and standards along with methods of tracking performance results.
- Collaborated in implementing a management productivity system for two service centers which resulted in consistent reporting of standards and performance throughout the division.
- Achieved significant operational improvements by reorganizing operations, hiring key personnel, and implementing continuous improvement practices.

Assistant Vice-President/Assistant Operations Officer/Unit Manager - Managed various departments within Auto Finance Operations.

EDUCATION / PROFESSIONAL DEVELOPMENT

Fresno City College, Fresno, California

Wells Fargo Training, 2005 - 2006

- Advanced Leadership Training
- Coaching for Peak Performance
- MAGIC
- Working through Conflict
- The Collection Jungle
- DISC Training
- Working to Create an Inclusive Environment

PROFESSIONAL ASSOCIATIONS

Community Support Campaign Leader – Wells Fargo
Delegate for Wells Fargo Diversity Council
National Automobile Auction Association
International Auto Remarketing Association