

cheryl fortune

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PROFILE Human Resources Business Partner with 23 years' experience.

Proven record of successful human capital management, including recruiting, hiring, terminations, training, policies, procedures, and benefits.

- **Experienced internal investigator/ mediator** in regard to EEO laws, legal counsel, and government employment agencies.
- **Demonstrated technical knowledge of banking products**, including loan origination, collections and default, real estate, and credit cards.
- **Extensive background developing and delivering employee training.** Experience with call center staffing and all levels of management training.

AWARDS & RECOGNITION

- **Employee of the Quarter for 3 years.**
- **Recognized for successfully turning around** a non-performing team of 20 field agents within 90 days, which then expanded by 200%, into 4 more states and 15 new markets.

ACCOMPLISHMENTS

- **Project Lead on 4 high-visibility** REO banking projects for senior management.
- **Created annual update** for internal audit procedures for field agent processes.
- **Created new cost-saving** default/vacant properties inspection process.
- **Co-created systems-of-record** with policies, procedures, and training for inspection findings.
- **Employee Relations Consultant** for 1500 employees during Washington Mutual acquisition.
- **Liaison between merger management teams** in Customer Service and Fraud departments during complex JP Morgan Chase merger with WaMu.

EDUCATION

- MS, Human Resource Management, Golden Gate University, San Francisco, CA
- BS, Organizational Behavior, University of San Francisco, San Francisco, CA

CORE COMPETENCIES

HR Business Partner	Recruitment	Collections/Loan Default
Employee Relations	Real Estate	Change Management
EEO Laws/Mediations	Human Capital Management	Banking Products
Business Operations	Training Development	Loan Origination
Training Delivery	Professional Development	Call Center Operations

EXPERIENCE

JPMorgan Chase Bank Washington Mutual

05/2002-Present

Operations Manager I/Assistant Vice President (01/2009-Present)

- Provide management, administration, and control of remote management staff within the Default-REO Operations.
- Ensure timely review of REO inventory, good customer relations, and overall operational efficiency in servicing REO mortgage accounts.
- Maximize revenues and minimize losses to Chase.
- Resolve high priority or complex problems.
- Ensure compliance with investor/insurer and regulatory requirements.
- Plan and oversee training development, policy, and procedures.

Senior Employee Relations Field Consultant/Assistant Vice President (04/2006-01/2009)

- Successfully performed as Employee Relations Client Partner for the Card Services/Regional Support Employee Relations Group.
- Provided complex corporate-restructuring support. Assisted and engaged management and non-management staff in California across multiple business lines.
- Built effective relationships at all levels, from Executive VPs to hourly employees.
- Conducted EEO mediations and internal investigations in response to allegations of harassment, discrimination, and workplace violence.
- Ensured proper documentation for employment actions, including ADA/FMLA issues.
- Maintained current HR management knowledge, including EEO laws, policies, compensation, and benefits.
- Assisted EEO group responses to agency charges (EEOC, Dept. of Labor, and National Labor Relations Board). Interfaced with legal counsel.

Supervisor Corporate Training (05/2002-04/2006)

- Managed training staff in multiple training sites in Northern California. Managed training sites, including scheduling classes, rooms, and trainers.
- Successfully developed and delivered technical, sales, and leadership training to retail-banking personnel. Managed intern program.
- Recruited, hired, trained, and placed 100 LPRFs in retail operations in Northern California in a 1-year period.