

# 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. Extensive background developing and delivering employee training. Demonstrated technical knowledge of banking products, including loan origination, collections and default, real estate, and credit cards. Experience with call center staffing and management training.

## 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 of Provident Financial Corporation.

**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

## 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.

## CORE COMPETENCIES

HR Business Partner

Employee Relations

EEO Laws/Mediations

Business Operations

Training

Delivery Recruitment

Real Estate

Human Capital Mgmt

Training Development

Professional Development

Collections/Loan Default

Change Management

Banking Products

Loan Origination

Call Center

## 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.