

# CHERYL FORTUNE

HR BUSINESS PARTNER

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## Profile

**Human Resources Business Partner with 23 years' experience.**

Proven record of successful human capital management: 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:** loan origination, collections and default, real estate, and credit cards.
- **Extensive background developing and delivering employee training:** all management levels and call center staffing.

## 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.

**Created annual update** for field agent internal audit procedures.

**Created cost-saving** default/vacant properties inspection process.

**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 Washington Mutual.

## 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  
Employee Relations  
EEO Laws/Mediation  
Business Operations  
Training Delivery  
Recruitment  
Real Estate

Human Capital Mgmt  
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.