

**DIANE WILLIAMS**

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**SUMMARY**

Administrative Assistant and Banking Professional with extensive experience in administrative and accounting. Success in performing due diligence and adhering to internal/external audit/security procedures. Thoroughly familiar with all general office procedures; generated reports to management in a timely manner.

Able to meet demanding deadlines and goals. The ability to learn quickly and accomplish multiple tasks in a fast-paced environment along with the gift of being detail-oriented.

Special talent for profiling existing and new clients. Strong organizational skills.

Developed solid relationships with clients and partners in the firm. Experience in clear and effective business communications. Having the ability to learn quickly and accomplish multiple tasks in a fast-paced environment.

**PROFESSIONAL EXPERIENCE**

**First Western Financial, Colorado 2013 - 2014**

**Private Banker II**

- Opening and closing office, handling on-call security issues.
- Performing teller functions such as; cash handling, balancing vault and branch capture.
- Opening new accounts, collecting and following the US Patriot Act.
- Enrolling and assist clients for online banking.
- Processing client requests such as; wire transfers (following callback procedures), pulling statements, credit card, ACH setting up, process lines/loan payment, ordering debit cards and checks.
- Served as a proactive, knowledgeable resource for First Western's products and services.
- Identified treasury management opportunities, implement recommendations and assist commercial clients with ongoing needs.
- Assisted bank president with new business development.
- Provided training for private bankers.
- Maintained current knowledge of banking and lending regulations; comply with the bank's policies and procedures.
- Other duties as assigned.

**CROCS, Niwot 2013 - 2013 ( Temporary Position)**

**eComm Marketing Content Specialist**

- Utilizing excel/google.doc sheet, filtering and modifying product information for manager.
- Preparing and uploading new product line images and videos; cropping, resizing and saving through Adobe Marketing Cloud - Scene7 Publishing System for Croc's website
- Preparing descriptions for products in Demandware/HTML for Croc's website.
- Resolving customer service issues; locating missing images.

**JPMORGAN PRIVATE BANK, NA Colorado 2006 - 2012**

**New Account Specialist/Capital Advisor Specialist/Client Service Associate**

- Profiling new and existing high net worth clients for risk management, ensuring bank efforts to mitigate risk and monitor money laundering by adhering to the US Patriot Act.
- Participating and complying in the updates of regulatory topics which included Anti Money Laundering, Fair Lending, Reg U, Home Mortgage Disclosure Act and Code of Conduct.
- Performing due diligence to comply with policies and procedures.
- Handling "Know Your Customer" (US Patriot Act) which was monitored on a daily basis; making sure upper management would remain informed of status.

- Opening and processing personal/business/trust/ brokerage, checking, savings, time deposits (CD), and IRA accounts. Moving funds through ACATS (Automated Customer Account Transfer Service) investment banking systems.
- Handling cash/deposit transaction processing, resulting in dealing with ATM/debit/credit cards, including lost, stolen, applications and resolving other types of banking issues. Ordered checks for personal/business accounts.
- Processing internal/external money transfers and handled foreign currency transactions.
- Profiling/gathering line/loan information from high net worth clients for underwriting, preparing loan documents/closing of (Mortgage, Home Equity Loans/Lines, Secured/Unsecured Loans/Lines, Investment Loans, Letters of Credit and some commercial type lines/loans) booking payments, insurance, county filings; handling loan delinquencies and other misc issues. Also, managed Annual and Quarterly line/loan reviews by reaching out to the client for updated items such as; current personal financials and tax returns submitting to the underwriter.
- Researching client issues ensuring accuracy in account maintenance.
- Building strong new/existing relationships with high net worth clients.

### **EDUCATION AND CAREER DEVELOPMENT**

Front Range Community College, General and Business  
 Currently Colorado Public Notary  
 Prior held State of Colorado Life and Health Insurance License  
 Currently certified through American Banker Association

### **TECHNICAL SKILLS**

Recent Certifications in the following programs: Microsoft Excel, Share Point, Word, Outlook, Access and PowerPoint.  
 Proficient in the following: Microsoft Word, Excel, Outlook, PowerPoint, Share Point, Access, MacBookPro, Demandware, GoogleDoc and Adobe Scene7 Marketing Cloud Publishing System.  
 Banking Systems:

- Compliance/Regulation Training Systems - Expert on BSA, HMDA , and other regulations.
- Access
- Deluxe and Harland Check Systems,
- Online and Bill pay
- Various Wire Transfer Systems
- ACATS (Automated Customer Account Transfer Service)
- Risk Management (US Patriot Act)
- Deposit Accounts
- Loan Systems
- Client Profiling Tools
- CHEX Systems (Risk)
- Hogan

### **COMMUNITY AND VOLUNTEER EXPERIENCE**

**Longmont Police Department/Victim Assistance Program - Currently a volunteer**  
 Boulder Homeless Shelter  
 Prior St Vrain Historical Society  
 Prior Ali Lassen's Leads Club  
 Prior Longmont Humane Society