

Brian McAward

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Objective

To gain experience in the industry, utilizing my organizational, interpersonal, and leadership abilities to further develop relevant career skills.

Education

Bachelor of Arts in English

University of Colorado (CU)
Cumulative/Major GPA

Graduated
Boulder, CO
3.4/3.9

Experience

Urban Fulfillment Services/Mortgage Connect Doc Solutions
Research Analyst / Workflow Coordinator

09.2014-06.2019

- Maintain and produce multiple databases and reporting for clients and management modifications, partial claims, assignments, lien releases, county call efforts, and borrower re-engagements.
- Manage workflows and workload for recording department to complete duties within client SLA.
- Join and participate in daily calls on issues and progress with projects.
- Manage Salesforce cases for recording department to ensure timely and effective customer service.
- Data analysis to determine process improvements on errors or discrepancies on a weekly basis.
- Create and report metrics for establishing accountability and goal setting for the recording team.
- Work with SME's to expand county call database and processes for large scale projects and volume.
- Assist in monthly invoice for accounting team, including fee discrepancies, validation, revenue estimates
- Brief senior management on issues and solutions.
- Developed reports, dashboards, extracted and condensed data through salesforce
- Served as the point of contact of clients for recordation team through salesforce. Distributed tasks to appropriate parties and found solutions for issues.
- Ad hoc research requests and other duties as assigned.

Production Tech/Planner*Hunter Douglas*

01.2012 – 04.2013

- In charge of maintaining fabric area.
- Inventory management
- Communicate with buyers on production needs
- Edit, Manage, Order, and overlook parts and work orders through SAP
- Generate work flows and instruction manuals of job and responsibilities
- Manage, stock, and edit fabrication daily in Excel.
- Process all fabric's on back-order and returns
- Assist other fabricator in stocking rail and components, learn processes required to maintain those departments

Senior Merchandising and Visual*Sports Authority*

11.2008 – 09.2011

- Manage weekly store recalls and distribution back to vendors.
- Manage and instruct employees to ensure productive freight procedures.
- Implement and create all floor plans and lead quarterly moves, with a heavy focus on being visually pleasing to incoming customers.
- Communicate with neighboring stores to replenish inventory.
- Weekly walks with Store Manager to develop weekly plan of action.
- Leave list of duties for closing associates when leaving.
- Work closely with Operations Manager and Regional Prevention to ensure store is audit compliant.

Relevant Skills

- Type at 60+ words per minute.
- Ability to perform effectively under pressure.
- Practice strong organizational and decision making skills when faced with multiple time-sensitive priorities.
- Good interpersonal and verbal communication skills
- Excellent computer skills in Microsoft Word, Excel, PowerPoint, Access, Salesforce, data manipulation and analysis.

References available upon request