

NATASHA THOMAS
15830 Dunbars Sawmill Drive
Haymarket, VA 20169
Cell: 703-853-3393
Email Tasha12025@hotmail.com

MANAGEMENT CONSULTANT/PROJECT MANAGEMENT/STRATEGIC LEADERSHIP

Dedicated management professional with over 10 years experience impacting organizational performance through skillful development, enhancement, and launch of cutting-edge programs and solutions that deliver measurable results. Driven strategist, establishing and implementing projects on ground level that align with organizational goals and maximize value. Energetic and self-motivated team player/builder. At ease in high stress, fast-paced environments and multiple responsibilities. Excellent leadership, management, oral/written communication, interpersonal skills. Thrive in both independent and collaborative work environments.

Areas of expertise include:

**Business Development • Project Management • Communications •
Performance Management • Team Leadership**

PROFESSIONAL EXPERIENCE

Arbinet Exchange Telecommunications, Herndon Virginia.
09/2009-CURRENT
NOC Engineer

- Evaluate and respond to customer trouble ticket for resolution
- Route other trouble tickets to the appropriate department for resolution
- Within 24 hour retest to ensure problems are resolved
- Liaise with and working alongside technical sales engineers and Network Operations Center
- Provide customer training on how to navigate through our website
- Tester over customer equipment
- Monitor the performance of our members
- Provide customers with reports and feedback on their requests
- Develop and manage relationships with customers
- Make recommendations to sales technicians and Executive team
- Communicate and assist with resolving escalated issues to management team

Time Warner Cable, Herndon Virginia
7/2008- 06/2009
Account Manager/Provisioning Coordinator

- Managed and developed new process, where necessary, to ensure customer needs are met

- Team lead, provided necessary system and process training to new/existing employees, handled various level escalations, identify and remedy issues delaying order fulfillment. Establishing and conducting meetings with necessary parties to understand issues and find resolution
- Conducted weekly meetings/conference calls with strategic customers/divisions/sales reps to resolve any issues, creating and managing action items to ensure problem resolution
- Provided Customer Support to National Customers and National Sales Managers
- Coordinated information flow between National customers and Road Runner divisions
- Participated in conference calls with National Sales Reps and existing customers to communicate process and procedures and capture customer needs
- Assisted in updating and documenting process documents
- Generated and distributed accurate reports containing account status to National customers, National Sales Managers and Executive team
- Analyzed reports to proactively identify outstanding orders and take action to fulfill
- Trained customers on existing and new modules of CRM database. Assist in ensuring all training documentation is up to date and accurate

Marriott, Bethesda Maryland

06/2007-7/2008,

Property Systems Services-Rollouts Installation Coordinator Manager

- Managed and coordinated communication over 800 full service and non full service properties in North America scheduled for rollout of new process for logging into computer system
- Reviewed reports pulled daily from PMS and FOSSE system and conducted weekly conference calls with multiple properties to train and resolve issues
- Have very strong customer service skills, strong communication and excellent follow through and organizational skills.

New Century, Reston Virginia

08/2006- 05/2007

Account Manager

- A liaison between brokers, Account Executives and Underwriting to assist in gathering, verifying and compiling all necessary loan file documentation. Managed and monitored loan production from processing through funding. Reviewed all loan decisions to validate decision, conditions, pricing and to ensure a full understanding of the conditions and decision in order to accurately communicate to the broker and Account Executives
- Assisted the production/underwriting process, resolved file problems as they occurred, offered alternative solutions when needed
- Managed and coordinated funding process with funder, closing agent and broker by communicating status with all parties when necessary. Interpreted underwriting guidelines and rate sheets to ensure accurate pricing and program knowledge

LimeFinancial, Chantilly Virginia

03/2006-08/2006

Sr. Production Coordinator

- Responsible for the production and flow of loan files through the operations process. Maintained contact with Brokers and Account Executives (AE) on existing and/or potential loans, kept all involved informed on the status of each loan as it flowed through the pipeline for loans ranging from \$150,000 to \$1.0 million
- Tracked all new submissions from time of arrival to ensure turn time expectations were met
- Reviewed all loan decisions to validate decision, conditions, pricing and to ensure a full understanding of the conditions and decision in order to accurately communicate to the broker and AE

- Assisted the production/underwriting process, resolving file problems as they occurred, offered alternative solutions if possible
- Proactively called existing accounts to encourage continued applicant flow and ensured the accuracy of each AE's pipeline
- Coordinated smooth funding process with funder, closing agent and broker by communicating status with all parties when necessary. Interpreted underwriting guidelines and rate sheets to ensure accurate pricing and program knowledge

First Guaranty Mortgage Corporation, McLean, VA
07/2005-03/2006
Account Manager/Loan Processor

- Analyzed income, asset, and credit documents to determine credit worthiness
- Prepared origination documents in compliance with industry and investor guidelines
- Requested documentation from outside sources in order to prepare a loan file for meeting conditions
- Managed all outstanding requests in a timely manner to result in the final outcome within 30 days of loan application, for loans ranging from \$100,000 to \$2.0 million
- Provided the closing department with a completed loan package
- Prepared canceled/rejected files within the appropriate time frame
- Preparation of HMDA data and the accurate preparation of file for audit required
- Processed pipeline in accordance with company policy adhering to established time frames

First National Bank of Arizona, McLean, VA
10/04-07/05
Wholesale Account Manager

- Developed and maintained relationships through retaining business
- Provided Account Executive and or broker information regarding guidelines
- Obtained complete loan applications, made sure that they comply with all government regulations
- Determination of acceptable income / assets/ debts was made and a pre-qualification was completed and retained in the file
- Managed team pipeline for loans ranging from \$100,000 to \$1.8 million . A weekly review was to be made of the pipeline to monitor lock expirations, credit/appraisal problems and status
- Kept all parties involved in the transaction informed of status and if problems arise, communicated with all parties to resolve the problems
- Communicated and worked closely with all departments to insure loan closings proceeded as scheduled

Bank of America, Sterling, VA
7/03 -10/04
Personal Banker / Loan Specialist

- Managed a pipeline of new applicants and closing loans
- Ensured meeting the productivity standards and services level set for the unit
- Ensured all regulatory requirements and bank policies/procedures were adhered to
- Maintained a high level of customer service by being proactive in communicating with the borrowers and Account Executive

Bank of America, Richmond, VA
10/02- 7/03
Document Analyst

- Prepared and delivered real estate loan closing packages (which included promissory note, mortgage, settlement statements and other required documentation in compliance with all real

estate regulations) for loans ranging from \$20,000 to \$1.5 million. Verified real estate taxes, hazard insurance, title work, and insured closing protection letter for accuracy

- Acted as liaison between underwriters, attorneys, closing agents, brokers, clients, and account executives as needed to obtain necessary information not already provided to complete closing packages
- Dispersed funds to title companies and delivered files to servicing to close out loan process
- Managed all the closing documents and system data to ensure that programs, rates, and fees are correctly disclosed and all documents and funding information is correct

Cable & Wireless USA, Inc., Reston, VA

4/00-7/01

Network Controller

- Effectively performed the daily tasking of recording and collecting all performance and network management data for reports or analysis
- Performed trend analysis on all communication links such as Backbone, Managed data service, New bridge Domestic and International, Datap, switch services and first level of support for trouble tickets

EDUCATION

- Associates in Arts Business Administration
- Bachelor of Science Degree in Business Management minor in Computer information system (CIS)
- Studies in Operations Management, Marketing management, Project Management, Leadership and Organizational behavior.
- Pursuing Masters degree in Business Administration (MBA) with a concentration in Project Management and Project Management Professional (PMP)

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Dear Sir/Dear Madam:

Having contributed to the effectiveness and success of major organizations by orchestrating expert alignment of strategic management resources with enterprise objectives, I am now seeking the opportunity to join a company such as yours as a leadership, project management or managing consultant. With more than 10 years of experience providing advanced leadership in multiple consulting capacities, launching cutting-edge programs, and driving visionary planning for leading organizations, I feel confident in my abilities to generate superior results for your team.

I am equipped with exceptional skills in the establishment and implementation of projects on the ground level that align with organizational goals and maximize local capacity and content. I have a proven track record of bringing understanding and translation of developed country modeling into emerging market paradigms, and extensive experience managing projects and work from inception to implementation, while restructuring existing frameworks as necessary.

For a more detailed presentation of my skills and background, please review the enclosed resume and feel free to contact me at your earliest convenience. Thank you for your consideration.

Sincerely,

Natasha Thomas