

# Mary Xiong

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## OBJECTIVE

To obtain a position that will allow me to utilize my communication, interpersonal, organizational, and customer service skills in order to increase productivity within an organization.

## QUALIFICATIONS

- Dedication and drive as a hard-working individual
- Reliable worker with the ability to quickly learn new concepts and skills
- Backed by a solid work history and a reputation as a team player
- Ability to manage multiple tasks in a pressured environment
- Strong work ethics

## WORK EXPERIENCES

### Advance Property Preservation Technician

#### October/2011 – June/2012, Lending Processing Services

- Review loan history and determine if the property is vacant, requires securing and/or property preservation
- Document all system(s) accordingly
- Place appropriate work order based upon findings
- Process HUD over allowables (as applicable)
- Research and report expenses related to property preservation
- Negotiate bids
- Review damaged reports
- Perform duties as instructed by management

### Electronic Operation Specialists II

#### 7/2007 – 3/2011, CoBiz Financial, Denver, Colorado 80202

- Process outgoing and incoming wires – up to 200 transactions per day
- Train new employees
- Verification of wires keyed in
- Order office supplies
- Help with implementing new procedures
- Research and investigate customer inquiries into missing wires
- Monitor outgoing and incoming wires for possible OFAC hits
- Process ACH files, reverse or delete transactions/batches sent in error
- Investigate customer requests into suspicious or unauthorized ACH transactions
- Process returns in accordance with REG E and NACHA rules
- Balance ACH log totals to match ACH warehouse totals in Jack Henry (Silverlake)
- Meet strict deadlines
- Filing/Scanning documents
- Following up, investigating and closing cases that have been dropped or mishandled by other staff

### Bank Teller/Customer Service

#### 6/2004 - 5/2007, Wells Fargo, Merced, California 95348

- Cross-selling (product selling) to customers/merchants to see what best fit their financial needs
- Handling large amounts of cash for depositories
- In-take of loan payments
- Teller draw balancing
- Processing wires
- Order office supplies
- Process payments for vendors
- Process reports in accordance with Bank regulations
- ATM/Vault balancing at the end of business closing day

**SKILLS**

- MS Word
- MS Excel
- MS Outlook
- PowerPoint
- Data Entry
- 10 Key by touch
- 60-70 WPM
- Fax/Copying machine
- Bilingual: Hmong/English

**EDUCATION**

- Merced High School, 2003, HS Diploma
- Merced Community Junior College, 2006, General Education
- California State University of Stanislaus, 2007, Undergraduate
- University of Phoenix, 2010-2012, **BS in Business Management/HR**

**REFERENCES**

- Available upon request