

DANIELLE FOX

Phone: (832) 452-1059 | **Email:** danielle.edmond@yahoo.com

Address: 7817 Hanover Mill Lane, Houston, TX 77040

Summary of Qualifications

Highly accomplished Call Center Manager with over 10 years of successful experience leading teams in risk-based and operational audits while taking calls from customers and bankers. Providing constructive feedback, and monitoring corrective action plans. Committed individual with strong attention to detail and team management abilities. Currently seeking a position in Compliance Analyst, Banking Operations or a Client Service by demonstrating key strengths and areas of expertise as follows:

<ul style="list-style-type: none">◆ Regulatory Compliance◆ Quality Assurance◆ High Growth Start Up Experience◆ Abnormality Identification◆ Organizational Skill◆ Staff Training/Supervision◆ Anti-Money Laundering/AML◆ Report Writing/Presentations	<ul style="list-style-type: none">◆ Fraud Detection/Investigation◆ OFAC/CIP◆ Background Data Research◆ Process Improvement◆ Risk Mitigation/Reduction◆ Customer Service◆ Highly proficient user of Word, PowerPoint	<ul style="list-style-type: none">◆ Internal Controls Testing◆ Financial Data Analysis◆ Team Leadership/Evaluation◆ Employee Performance Review◆ Ethics & Integrity◆ Proficient Oral and written communication skills
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Professional Experience

Zions Bancorporation | WEALTH MANAGEMENT Client Account Manager SEPTEMBER 2022 –OCTOBER 2023

- ◆ Developed, implemented, and monitored day-to-day operational systems and processes that provide visibility into goals, progress, and potential obstacles for Enterprise Wealth Management key initiatives.
- ◆ Engage and manage geographically diverse teams to ensure consistent professional development and training of Client Service Specialists
- ◆ Coordinate with the Advisory Services team and advisors to support the operations throughout the organization.
- ◆ Work across the multiple dimensions of the Operational Risk Framework and understanding how it impacts the respective business areas.
- ◆ Assist with annual risk assessments.
- ◆ Monitor and manage team performance to proactively identify efficiency issues and propose solutions
- ◆ Investment Management

PERCEPTA, HOUSTON, TX | BUSINESS OPERATIONS MANAGER APRIL 2019 – Aug 2022

- ◆ SLA Management through Leadership by maintaining all documentation: tracking SLA modifications, e-mail, correspondence and other official notifications.
- ◆ Acts as primary interface between Ford and Percepta Managers to provide feedback and opportunities for enhancements as appropriate
- ◆ Oversee implementation of client contract integrity, (e.g., services and performance metrics are met and delivered as agreed upon within the contract). Ensure non-compliances receive a Corrective Action Plan and communicate to client.
- ◆ Liaise with Ford and Percepta Management to resolve issues and provide feedback and information that may impact Operations as appropriate
- ◆ Partner with Ford Operations Manager and COMs/AOMs to develop and deliver quarterly Ford business reviews
- ◆ Responsible for the management and fiscal responsibility of the Ford Goodwill Budget (approximately \$25M)

- ◆ Partner with VOC (Voice of the Customer) to collaborate on strategies for improvements and future alignments

JPMORGAN CHASE BANK, KATY, TX | FRAUD RISK OPERATIONS TEAM MANAGER

2016 – March 2019

- ◆ Supervised a staff of up to 25 employees while ensuring effective risk management, efficiency, and continuous communication with business partners.
- ◆ Analyzed service level metrics and production statistics to maximize operational efficiency and strategic process improvements.
- ◆ Collaborated with senior management to revise authentication guidelines across the line of business.
- ◆ Revised, edited, and implemented training documents used to improve business procedures.
- ◆ Performed timely risk assessments for branch leaders, reviewing transactions totaling up to \$7M.
- ◆ Provided daily oversight in complex fraud cases.
- ◆ Serves as a liaison between compliance team, branch and client

JPMORGAN CHASE BANK, KATY, TX | FRAUD RISK OPERATIONS SENIOR SPECIALIST III

2011 – 2016

- ◆ Responsible for training and development of employees while performing routine account activity review of risky transactions.
- ◆ Deep dive into individual fraud events to perform root cause analyses, document control breakdowns, and work with the strategy teams to improve fraud controls
- ◆ Reviews a variety of reports and performs due diligence on new accounts to ensure CIP and Red Flag requirements are met.
- ◆ Review documentation such as bank statements, invoices, ID documents for signs of forgery or other fraud
- ◆ Identified error trends, procedure and strategy opportunities which improved fraud prevention, detection results and customer satisfaction.
- ◆ Conducted compliance, and electronic money movement training
- ◆ Completed ad hoc, client-related projects as needed
- ◆ Met production and quality guidelines
- ◆ Identify and control risk to prevent fraudulent account behavior and potential fraud exposure
- ◆ Initiated monthly quality audits, as well as performed timely risk assessments for branch leaders and specialists while reviewing transactions totaling up to \$1M.

JPMORGAN CHASE BANK, HOUSTON, TX | RISK OPERATIONS ANALYST

2007 – 2011

- ◆ Audited deposit accounts in accordance with federal regulations including the USA Patriot Act.
- ◆ Research potential Office of Foreign Assets Control (OFAC) matches.
- ◆ Ensured the validity of high dollar wire transfers as well as other types of electronic funds transfers.
- ◆ Assisted clients with escalated concerns regarding bank fraud and deposits.
- ◆ Analyzes alerts generated by an anti-money laundering monitoring system to determine when activity should be investigated.
- ◆ Understand client issues, be responsible for providing timely follow-up to clients and be accountable for client satisfaction through the ownership of the problem
- ◆ Completed Suspicious Activity Report (SAR) as necessary
- ◆ Investigating and responding to a high volume of sensitive, complex customer concerns via phone.
- ◆ Reviewed branch manager requests to approve banking transactions totaling up to \$250K and provided guidance on suspicious account activity.

Education**Belhaven University, Bachelor of Business Management (2019)**