

Susan A. McGarrity

Finance Leader

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Finance Leader

Accomplished [finance](#) leader with over 20+ years of experience ~~and skills driving~~ [optimizing business processes improvement](#) and streamlined services ~~for improved customer experiences~~ resulting in ~~increased improved~~ customer satisfaction and business ~~activity~~ [workflow](#). Expertise in ~~enhancing customer satisfaction and~~ devising strategies to improve ~~services the~~ quality and efficiency ~~of financial services~~ while mitigating risk and losses.

Areas of Expertise:

- ~~Fraud Investigations~~
- Metrics/Key Performance Management
- Process Re-engineering
- Customer Relationship Management
- ~~Trouble shooting and p~~roblem solving
- Leadership and Team Development
- Compliance, ~~and~~ Quality Control
- Communication and Engagement
- ~~Internal Audit~~
- Interpersonal Skills

Commented [A1]: Fraud investigations are not mentioned below, so I would not highlight this. I would delete from here unless you can provide a description of what you did in the section below.

Commented [A2]: I would change this to the name of the type of audits you worked on. In the section below, you mention you assisted with examinations/audits. Expand on the type of examinations/audits and the frequency-monthly or annually. Only one sentence.

Professional Experience

AmeriSave Mortgage Corporation Sr. Compliance Analyst – Compliance Department

Atlanta, Georgia
09/2020 to 08/2022

- ~~Facilitated Mediated~~ formal complaint ~~responses sessions~~ through collaboration with business units along with ~~driving revamping~~ processes ~~improvement~~ to enhance ~~the program for~~ efficiency and compliance.
- ~~Provided Responded timely to inquiries from the business units for guidance to business owners regarding~~ with applicable regulations (TILA, RESPA, HMDA, ECOA, FDIC), ~~and provide incorporating~~ feedback ~~to business owners~~ in support of compliance efforts (TILA, RESPA, HMDA, ECOA, FDIC).
- ~~Prepared, and assisted~~ [Collaborated](#) in the preparation of; executive summaries, training materials, policies and procedures.
- ~~Facilitated~~ corrective and ~~preventative actions~~.
- Assisted with ~~examinations/audits~~.
- ~~Understood and e~~Complied with all company policies and procedures, ~~as well as applicable~~ laws ~~and~~ regulations ~~as applicable~~.
- Kept abreast ~~with of~~ and communicated regulatory changes ~~that affected~~ [ing](#) the department.
- Researched and ~~wrote addressed~~ responses to complaints filed with ~~the~~ state and federal agencies (BBB, CFPB, etc).

Commented [A3]: In what sense? What corrective actions did you facilitate? It seems like an incomplete thought.

Commented [A4]: Like I mentioned above, specify the type of examinations and audits you worked on and their frequency. Then, replace "Internal Audit" from section above with the name of the examinations/audits you include here. That way the info is consistent.

Ameris Bank Supervisor – Escrow Department

Atlanta, Georgia
07/2013 to 03/2020

- ~~Hired and T~~trained the Customer Service Team into Escrow Analysis Experts, resulting in increased departmental productivity and effectiveness. ~~Conducted annual performance evaluations~~.
- Enhanced the annual escrow analysis statement process to eliminate errors ~~and improve efficiency~~.
- Revamped the recovery of corporate ~~advanced~~ funds ~~for tax payments~~ to recover over 70% of funds to minimize losses.
- Coached escrow team to ensure ~~team they~~ met ~~the appropriate~~ productivity standards and maintained task SLAs (1098's, ~~and~~ escrow analysis, ~~etc~~).

Commented [A5]: Is this the correct term or should it be "advance"?

Commented [A6]: This is not clear. What do you mean for tax payments? Clarify. You can have a stronger sentence if you start with "Recovered 70% of corporate advance funds..."

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- Served as Subject Matter Expert (SME) for escrow audits covering statutory reporting.
- Performed root cause analysis on **complex escalations** to resolve and provided feedback across organization to establish additional controls. ~~Hired, trained, provided feedback and performed annual performance evaluations.~~

Commented [A7]: Were they customer or internal departmental escalations? I would specify.

Marsh Associates Assistant Servicing Manager

Charlotte, North Carolina
02/2005 to 07/2013

- ~~Established-Developed~~ PMI/MIP/USDA billing ~~and~~ certificate ~~reconciliation-reconciliation~~ procedures to streamline and improve billing, cancellation, reinstatement and commitment processes and communications.
- Automated PMI billing files to enhance productivity and workflow process.
- Implemented electronic transmissions for tax and insurance payments resulting in a 25% reduction in staffing expense.
- Identified best practices and implemented process improvements to maximize departmental efficiency, effectiveness and accuracy.
- Skilled at de-escalating customer situations, acting as a customer advocate and taking ownership until customer issues ~~are-were~~ resolved.
- Recruited, hired, and trained 7 associates, developing them into productive team members with excellent servicing knowledge.

Additional Experience

- Automated Underwriter Specialist, ~~Waterfield Financial Group, Ft. Wayne, Indiana,~~ 04/2004 – 02/2005
- Loan Closer, Waterfield Financial Group, ~~Ft. Wayne, Indiana,~~ 12/2001 – 4/2004
- Client Coordinator, ~~Waterfield Financial Group, Ft. Wayne, Indiana,~~ 05/2001-12/2001

Education and Credentials

Bachelor of Science: ~~in~~ Health Science/Minor in Education | SUNY College at Brockport | ~~Brockport, New York~~
Certification: Annual Bank Compliance Courses

Technical Skills

Commented [A8]: This section would go better right below Areas of Expertise, but only if you can add more software to make it relevant and strong.

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- Microsoft Office Suite
- Black Knight LoanSphere System
- Cash Management
- Data Entry/Tracking

Commented [A9]: I would add here the name of the software you used for cash management.

Commented [A10]: I would add here the name of the software you used for data entry/tracking.