

Linda S. DePedro

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***Career Theme:** To improve the operational efficiency of an organization in order to reduce costs, maximize profitability, and meet or exceed client expectations in areas of customer service, project management, coaching and training*

Recent achievements:

- ✓ Improved technologies to increase productivity
- ✓ Analyze processes and procedures to increase efficiencies
- ✓ ISO Auditor
- ✓ Developed the technology with internal IT staff to increase outbound customer capacities

LEADERSHIP COMPETENCIES INCLUDE:

- ◆ Creativity/Innovation
 - ◆ Continual Learning
 - ◆ Flexibility
 - ◆ Service Motivated
 - ◆ Team Building
 - ◆ Accountability
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CAREER HISTORY AND EXECUTIVE PERFORMANCE

Operations Manager, Northeast Regional Operations

ISGN formerly Fiserv, Inc. – Fulfillment Services Division, Rocky Hill, CT

1/2003 - Present

Responsible for the management of the Customer Service Call Center for both inbound and outbound calls • Responsible for the management of the Home Affordable Modification Program (**HAMP**) in order to assist borrowers in retaining their homes and avoid foreclosures, short sales or deed in lieu actions • Contacted homeowners through solicitations and outbound calls in order to obtain critical documents to process their modifications • Processed and underwrote documentation received from homeowners in order to determine qualifications for the HAMP program • Responsible for overseeing comprehensive end-user training for all staff members including newly hired staff • Responsible for the management of the off-shore team including training, coaching, job aides, web based training and counseling and coaching • Provide efficient and effective delivery of all services associated with the operation of the department • Point of contact for other managers within the

organization in order to assist with the development of strategies and plans to best meet all training requirements • Carefully monitor and assess client needs • Utilize effective practices for attracting, training and retaining high quality talent • Analyze and quantify customer service requests and prepare documentation to provide to management • Prepare financial assessments in order to recommend budget requirements • Make recommendations to clients to improve efficiencies • Work with technical staff to assess computer system needs and implement process improvements as necessary • Reach out to all vendors, clients and support staff to ensure all client's expectations are met or exceeded. • Heavy phone contact along with email and instant messaging • Hire and develop team members • Deliver performance reviews, coach and performance manage over 100 staff members, when necessary • Ensure compliance with all established operating policies and procedure • Ability to multi-task, set priorities and consistently strive for 100% accuracy and efficiency. • Able to meet all assigned deadlines with a high degree of accuracy • Works well under pressure. • Highly motivated and works well within a team environment or stand-alone.

12/1/96 – 1/2003 – Assistant Vice President – Operations – Customer Relations Manager

Wachovia Bank (formerly known as Centerbank Mortgage Company)

Responsible for the management of the Customer Service Call Center, Payoffs, Assumptions, Escrow Administration for a \$8 billion national portfolio • Prepared weekly reports on staffing levels versus inbound and outbound calls to insure quick customer turn times

9/1990 – 12/1999 – Assistant Vice President – Operations – Construction Lending
Wachovia Bank (formerly known as Centerbank Mortgage Company)

Responsible for the operation and servicing of the Construction Lending Division • Communicated on a day to day basis with multiple vendors, builders and suppliers in the home construction business • Interacted with Title Companies, attorneys, inspectors and customers as work progressed • Assisted in the preparation of yearly budgets, salary compensation reviews and training and developing of staff

1982 – 1990 Purchasing Manager

Wachovia Bank (formerly known as Centerbank Mortgage Company)

Responsible for the day to day operation of the Purchasing Department • Interacted with outside vendors to insure the timely and accurate deliveries of products and

services • Maintained all budgetary requirements when fulfilling requests for paper products, goods and services

1979 – 1982 – Facilities Services Senior Assistant

Wachovia Bank (formerly known as Centerbank Mortgage Company)

Responsibilities included assisting five managers in overseeing the smooth operation of the Facilities Services Division • Prepared budgets, reports and coordinated meetings and travel itineraries • Responsible for the operation of the Telephone Network Department to insure inbound and outbound calls were processed in a timely and accurate manner

Computer Skills:

Microsoft Excel, Word, Outlook, Adobe Acrobat, eCopy, Visio