

## SUMMARY

Confident and passionate administrator with a keen eye and a creative flair. Adept in the of handling confidential information and supporting internal and external clients, and a wizard at supporting the graphic needs of a local convention. Strengths focus around accuracy in data verification, quality assurance, the layout of large amounts of information, and adapting to new techniques and challenges.

## EXPERIENCE

### **Label Production Productivity Lead, UBER Advanced Technologies Group; Pittsburgh, PA — 2015 - Present**

Reviewing visual data and tracking crucial information via work-in-progress programs. Providing insight and feedback for in-use programs and procedures to develop more efficient workflow. Interviewing potential candidates and providing training and coaching for new hires. Developing procedures for tasks as needed. Managing productivity metrics and performance improvement programs.

### **CT Document Custody Administrator, BNY Mellon; Pittsburgh, PA — 2012 - 2015**

Facilitated the funding of \$10 million to \$500 million in collateral on a daily basis through data verification and client communication, primarily via email. Mitigated funding delays through the identification of 1000+ errors on a monthly basis. Proofread and updated policies and procedures. Pioneered new processes through performance testing and exploration of a new work system, leading training sessions on the system prior to roll out and serving as an expert after go-live. Coached peers and managers on unfamiliar processes.

### **Collateral Review at BNY Mellon, Staffmark; Pittsburgh, PA — 2011 - 2012**

Verified and edited mortgage loan data swiftly and accurately to meet daily processing deadlines. Opened mail, verifying package contents, and sorting documents for review. Performed quality control by verifying the work of new reviewers.

### **Team Lead, Jones Lang LaSalle; Pittsburgh, PA — 2009 - 2010**

Improved quality for the Bank of America account through monthly work order audits and daily call statistics. Coached agents, trained new ones, and worked with supervisors to keep the policies and procedures current and consistent. Served as an escalation point for call issues and fielded questions from internal and external clients. Started as a temp in Jan. 2009. Hired on Jul. 2009; promoted from CSR to Team Lead in Aug. 2009.

## VOLUNTEER EXPERIENCES

### **Desktop Publisher, Anthrocon, Inc; Pittsburgh, PA — 2010 - Present**

Designing the layout of the pocket program and conbook from files compiled by Programming and Publications., including artwork from the fandom community and advertisements from other conventions.

### **Event Coordinator, Pittsburgh Furies; Pittsburgh, PA — 2011 - Present**

Organizing, scheduling, and promoting gatherings and events in the local furry community.

### **Director of Advertising and Publications, Western PA Furry Weekend; Pittsburgh PA — 2015 - Present**

Managing the promotional efforts and publications of the convention and offering insight in the planning of the event.

## SKILLS

Adobe Photoshop, Illustrator, InDesign, Acrobat, HTML, CSS, Microsoft Word, Excel, Powerpoint, Outlook, Lotus Notes, MacOS, Windows, Linux, typing 70 WPM, creative writing, beginner proficiency in German and Dutch

## EDUCATION

**Marietta College; Marietta, OH** — BFA in Graphic Design, 2008

**Schenley High School; Pittsburgh, PA** — International Studies Certificate, 2004

## RECOGNITIONS

### **BNY Mellon Corporate Trust Pulse Team — February 2015 - August 2015**

With peers and senior leadership across Corporate Trust, gauged the pulse of CT as a whole, promoted company initiatives and campaigns, and helped to foster a more friendly, engaging work environment for all employees.

### **Workplace Excellence Award — February 2010, Q1 2010**

Received monthly Workplace Excellence Award for February 2010 and quarterly award for the First Quarter of 2010 from JLL for going above and beyond in providing service to our client during the snowfall that crippled the city of Pittsburgh.

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