

ALLEN JANELLE

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Highlights

- Effective communicator
- Productive team member and individual contributor
- Achieves deadlines despite competing priorities
- Google Suite and Microsoft Office Suite
- Detail-oriented, thorough, and organized
- Anticipates and solves problems
- Critical thinker who quickly masters new responsibilities
- Mac and PC

Experience

Operations Manager & Consultant (Independent Contractor) | MA | 02/2017 - Present

Supervising and training dock workers for logistic industry leaders. Consulting with business owners about improving their operations. Primary responsibilities include:

- Advising business owners on streamlining operations and developing effective procedures (SOPs)
- Contributing to business and project plans, including realistically prioritizing deliverables, budgetary tracking, and establishing lines of communication
- Organizing and directing warehouse staff processing large deliveries
- Planning team building events for warehousing team, including securing venues, budgeting, and sending invitations
- Resolving issues between truck drivers, brokers, 3rd-party payment processing, and warehouse management
- Inspecting, organizing, and preparing products to warehouse standards for delivery to grocery stores
- Verifying purchase orders with bills of lading and processing payments via trucking checks
- Warehousing inventory accurately and authenticating receivers' records

Driver Partner | Uber - Greater Boston Area | 01/2017 - 03/2018

Serviced the Greater Boston Area providing clients with reliable transportation with a 4.9/5 star customer service rating with over 550 rides completed:

- Responding effectively to delays and other unforeseen circumstances
- Tracking mileage, maintenance, and miscellaneous expenses

Mortgage Loan Processor | Mortgage Network, Inc. - Bedford, NH | 08/2015 - 09/2016

Promoted from Post Closing Auditor for regional mortgage broker. Primary responsibilities included:

- Reviewing residential loan application files to verify application data for completeness and adherence to standards, especially type and amount of mortgage borrower assets, liabilities, and length of employment
- Representing the company to the borrower—explaining the approval process, reviewing status, assisting with problems, and issuing a binding commitment letter on successful completion
- Ensuring the continued accuracy of the pipeline report; Leading weekly pipeline calls with loan officers
- Meeting all legal deadlines, troubleshooting and verifying that all necessary conditions are met before submitting to underwriting and releasing application packages to borrowers
- Completing and issuing Loan Closing Scheduling Sheet and HUD to Title Company
- Obtaining various documents for borrowers, loan officers, underwriters, title companies, and banks

Post Closing Auditor | Mortgage Network, Inc. - South Portland, ME | 01/2015 - 08/2015

Responsibilities included:

- Communicating effectively with other Mortgage Network employees and external entities to obtain corrected documentation, as needed, to facilitate the purchase of loans by Mortgage Network investors
- Examining closed loan files to include document comparisons with published product guidelines and ensure data integrity; auditing a minimum of five loans per day, while frequently exceeding a minimum Purchased (not Suspended) Rate of 50%
- Using a *ComplianceEase* report to confirm loans were closed in compliance with all state, federal, and investor regulations
- Maintaining a working knowledge of the company's various products and programs including all standard conforming conventional and government products
- Managing daily pipeline to meet Mortgage Network and Investor specific timelines for newly claimed loans, shipped loans, investor allocated loans, suspended loans, and final documents

- Providing consistently exemplary customer service; communicated effectively with professionals, borrowers, and their representatives, especially regarding corrective documentation after closing

Produce Department Manager | Walmart - Scarborough, ME | 2011 - 2013

Promoted to manager from Produce Associate. Achieved 50% improvement rating in customer satisfaction within the first 90 days by completing a layout redesign, re-training staff, and interviewing candidates for hire. Typical responsibilities included:

- Managing sales associates—supervising, scheduling, training, coaching, and leading regular team meetings
- Working with the Assistant Store Manager to maximize sales and promote customer traffic
- Creating product displays using visual merchandising strategies
- Increasing donations of overstocked produce to local food banks and pig farms to reduce departmental loss

Infantryman, Team Leader | US Army - Schofield Barracks, HI | 01/2006 - 07/2010

Fast-tracked to infantry team leader after serving as an infantryman for 18 months. In civilian terms, I served as an executive assistant to commanding officers in addition to my specialized military duties. Responsibilities included:

- Managing Commanding Officers' calendars
- Reviewing and editing correspondence before submission for Command approval
- Drafting meeting agendas, supplying materials, and conducting review meetings and conferences
- Coordinating training schedules and filing crucial and classified administrative paperwork
- Creating PowerPoint presentations from operation orders (OPORD) and Commanding Officer for training missions
- Directing incoming personnel during training and soldier relations activities
- Maintaining complete accountability of all sensitive items and communication equipment during redeployment
- Preparing operation plans and orders to support security of resources and installations
- Training and instructing subordinates; supporting units during security and combat operations

Education and Certifications

Southern New Hampshire University | Manchester, NH | Present

Bachelor of Finance candidate, (expected) 4.0 GPA

OSHA Certified Electric Pallet Jack and Forklift Operator | 2017

Nashua Adult Learning Center | Nashua, NH | 2003

General Educational Development (GED) Diploma