

DANNIELLE TAYLOR

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Professional Summary

Highly organized and detail-oriented professional with 13 years experience supplying organized administrative support to varying levels of management. Meets deadlines and works with a high standard of awareness and adaptability. Excellent communication, presentation, and correspondence skills.

Skills

- Data management
- Self-motivated
- Strong verbal communication
- Process implementation
- Extremely organized
- Conflict resolution

Work History

Procedure and Training Analyst, 09/2017 to Present

Pinnacle Financial Partners – Nashville, TN

- Provided excellent customer service to the bank's internal clients by providing ongoing support via oral and written communications while adhering to all Bank and Department policies and procedures.
- Review and Resolve wire report discrepancies.
- Create wire reports, scan and archive wire files.
- Navigate internal banking applications to facilitate resolution of issues.
- Communicate and coordinate with internal departments and colleagues to research and resolve wire issues.
- Obtain necessary approvals to process wires.
- Monitor and maintain systems are required by the bank including, but not limited to: WITS, Fedline Advantage, Swift Alliance, and Outlook.
- Have a heightened awareness of fraud and use all resources to detect and deter attempted wire fraud.
- Facilitate the timely resolution of wire disputes, tracers and investigations.

Systems/ Procedure Analyst, 03/2008 to 09/2017

SunTrust Bank – Nashville, TN

- Began career in 2008 as a contract employee in the Research and Fulfillment Department as a Client Service Specialist.
- Responsible for balance transfer execution, Home Equity Line check orders and fee waiver research.
- 2010: Cross trained in the Flood/Hazard and Insurance department processing insurance documentation exceptions, insurance payment refunds and participating in Flood/Hazard compliance monthly audits.
- 2014: Transitioned back to the Research/Fulfillment department as the team lead responsible for writing and maintaining department procedures, maintain department productivity, department reporting and escalation correspondence.
- 2016: Transition to a System/Procedure Analyst for the Research/Fulfillment team, New Accounts/Booking team and Final Documents team.
- Responsibilities included: Documentation business processes and procedures.
- Leveraged advanced skills and training to support operational needs of multiple departments.
- Creating Access database and Pivot table reporting in Excel.
- Assisted with vendor oversight regarding Title policy issuance in accordance with Bank policies.
- Assisted senior management with the documentation and satisfaction of annual compliance reporting.
- Coordinated the Early Disclosure Reconciliation process with outside vendor to ensure compliance.
- Providing detailed research and correspondence in response to client complaints.
- Planned and coordinated logistics and materials for committee meetings and compliance audits.

Education

Bachelor of Arts: Technical Communication, 2017

Arizona State University, Tempe Campus - Tempe, AZ

Emphasis in Technical Communications with a minor in English and Applied Data Analytics.

• Associate of Arts: Compute Information Systems, 2005

American Intercontinental University - Schaumburg, IL