

## Professional Experience

SMALL BUSINESS LOAN OFFICER | Access to Capital for Entrepreneurs (ACE) |

South Georgia September 2023 – August 2025

- Originated and packaged qualified loan applications aligned with monthly and annual lending targets.
- Analyzed market prospects, developed referral channels, and expanded pipeline opportunities across South Georgia.
- Provided consultative financial guidance and client support throughout application and post-approval processes.
- Delivered denial calls with clarity and developmental recommendations, connecting applicants to business advisory resources to strengthen readiness.
- Represented ACE through community events, panels, and workshops, increasing visibility, fostering partnerships, and positioning the organization as a leader in small-business capital access.
- Maintained deep knowledge of loan products and underwriting guidelines to identify candidate alignment and cross-program opportunities.

BRANCH MANAGER | Southeastern Credit Union | Valdosta, GA

August 2014 – September 2023

- Led branch operations, performance, staffing, and customer service delivery for a high-volume financial services location.
- Recruited, trained, and coached employees to improve performance, compliance, and service standards.
- Conducted evaluations, managed corrective actions, resolved escalations, and facilitated employee development and promotion pathways.
- Designed and delivered training for new systems, products, and service protocols.
- Advanced cross-functional teams to increase efficiency and service quality.
- Managed loan processing, documentation, and closing for consumer lending products.
- Strengthened customer loyalty and brand reputation by resolving complex service challenges and enhancing the client experience.

ASSISTANT BRANCH MANAGER | SunTrust Bank | Valdosta, GA

March 2012 – August 2014

- Ranked 12th among North Florida–South Georgia Assistant Managers for sales performance.
- Led sales and service initiatives to exceed monthly, quarterly, and annual goals.
- Trained and coached financial service representatives and tellers to achieve product knowledge and service requirements.
- Supported operational compliance, branch audits, and workforce scheduling.

FINANCIAL SERVICE REPRESENTATIVE | SunTrust Bank | Valdosta, GA

November 2010 – March 2012

- Opened checking, savings, IRA, and CD accounts; processed home, auto, and credit card applications; and managed over 500 financial transactions weekly.
- Served as “SunTrust at Work” liaison to local employers, generating business accounts and expanding brand presence.
- Delivered consultative financial education to increase product adoption and client satisfaction.

## Knowledge & Skills

I bring strong leadership, community engagement, and nonprofit management experience that would add value to the South Georgia Community Service Board. As an Executive Director, I have expertise in program development, strategic planning, and serving diverse populations. As a mother of a child with autism and a board member of the Family Autism Support Team, I offer both personal insight and advocacy experience. I am committed to improving access to services, fostering collaboration, and supporting initiatives that strengthen mental health, developmental disability, and substance use programs.

What knowledge or skills do you possess that would contribute to the Board/Agency to which you are requesting to be appointed?

**Please list the Board/Agency that you have been or are currently a member of:**

Charter Vice President, Jack and Jill of America, Inc. – Valdosta Chapter

Board Member, Leadership Lowndes

Board Member, Family Autism Support Team