

ALLISON HILL

OPERATIONS AND FINANCE PROFESSIONAL

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SUMMARY

With a robust background in operations and finance, I excel in driving organizational efficiency and financial performance. My expertise encompasses strategic planning, process optimization, budget management, and financial analysis. I am adept at implementing cost-saving measures, improving workflow efficiency, and leveraging data-driven insights to make informed decisions. My ability to manage complex projects, lead cross-functional teams, and deliver measurable results makes me a valuable asset to any organization seeking to enhance operational and financial effectiveness.

PROFESSIONAL SKILLS

Strong writing skills

Excellent research abilities

Technological Literacy

Creativity and innovation

SEO knowledge with related tools

Proficiency in project management

Strong time-management skills

WORK EXPERIENCE

BOOKKEEPER

(2024 - Present)

Ethos Architects - Honolulu, HI

- Comprehensive Financial Management - Oversee and manage all aspects of the company's financial transactions, including general ledger maintenance, accounts payable and receivable, and payroll processing.
- Financial Reporting and Analysis - Prepare accurate financial statements, budgets, and forecasts, and provide insightful variance analysis to support strategic decision-making.
- Tax Compliance and Reporting - Ensure compliance with federal, state, and local tax regulations by preparing and filing all necessary tax returns, including sales, payroll, and income taxes.
- Bank Reconciliation and Audit Preparation - Reconcile bank statements with the general ledger, resolve discrepancies, and prepare documents for external audits to ensure financial accuracy and integrity.
- Implementation of Internal Controls - Develop and maintain internal controls to safeguard company assets, ensure compliance with accounting standards, and improve overall financial processes.

CONTRACT BOOKKEEPER / ADMINISTRATIVE CONSULTANT

(2020 - Present)

Highline Lounge - Denver, CO

- Administrative Support - Perform a range of administrative duties such as managing correspondence, and maintaining organized records to support daily business operations and enhance operational efficiency.
- Process Optimization - Develop and implement streamlined administrative and financial processes to improve consistent record keeping, reduce costs, and increase overall productivity within the business.
- Financial Record Management - Maintain accurate financial records, manage accounts payable and receivable, perform bank reconciliations, and ensure timely and precise bookkeeping.
- Customer Service - Engage with customers by clearing empty glasses, cashing out, answering basic questions, and providing a positive, attentive presence to enhance the overall customer experience.
- Content and Media Integration - Develop and coordinate the integration of SEO-focused content with TVM efforts. Ensure that advertisements, and related media are aligned with digital marketing strategies, enhancing brand consistency and maximizing cross-channel engagement.

DIRECTOR OF OPERATIONS

(2023 - 2024)

The Solar Guys - Parkville, MO

- **Oversee Daily Operations** - Direct daily business activities to optimize team efficiency and performance across all departments to promote teamwork and synergy.
- **Develop and Implement Operational Strategies** - Define, implement, and refine operational policies to streamline organizational processes.
- **Evaluate Organizational Performance and Compliance** - Continuously assess organizational efficiency and effectiveness to drive improvements and achieve strategic goals.
- **Developed and Implemented** - USDA Grant process to assist land and business owners requesting government funds to install solar panels. Which is critical to protecting humans, wildlife and ecosystems.
- **Monitor KPIs and Drive Operational Excellence** - Track key performance indicators (KPIs) to analyze revenue margins and evaluate marketing initiatives. Collaborate with project management to enhance customer experiences through the CRM and work management platform automations. Additionally, amended company handbook, contractor agreements, onboarding/offboarding checklists, and other operational guides to ensure comprehensive support for company and employee success.

COMPLIANCE OFFICER / SR LOAN PROCESSOR

(2020 - 2023 / 2015 - 2017)

The Mortgage Company - Centennial, CO

Compliance Officer:

- **Policy Development and Implementation** - Develop and update internal policies and procedures to ensure compliance with federal, state, and industry regulations. Monitor adherence to these policies throughout the organization.
- **Regulatory Expertise and Oversight** - Maintain a deep understanding of regulatory requirements such as RESPA guidelines. Ensure timely and accurate compliance with disclosure requirements, change of circumstance requests, and other regulatory triggers within specified timelines.
- **Industry Engagement and Collaboration** - Participate in monthly Colorado Mortgage Lenders Association (CMLA) industry forum meetings to stay well informed of best practices and regulatory developments. Collaborate with peers to discuss compliance challenges and solutions.
- **System Administration and Project Leadership** - Lead projects related to compliance software systems. Ensure the effective implementation and maintenance of these systems to support compliance and operational efforts.
- **Compliance Training Development** - Develop and assign compliance training programs for employees, ensuring they meet Federal and Government-Sponsored Enterprise (GSE) standards. Monitor completion and effectiveness of training programs. Conduct or facilitate training sessions for employees to ensure they understand and comply with relevant guidelines, regulations, and compliance laws. Stay updated on changes in regulations and provide timely updates to staff by assigning quarterly compliance training per regulatory deadlines.

Sr. Loan Processor:

- **Loan Application Processing** - Manage and process mortgage loan applications from initial submission to final approval. This includes reviewing borrower documentation, verifying income, employment, and credit history, and ensuring all required paperwork is accurate and complete.
- **Communication and Coordination** - Serve as a primary point of contact between borrowers, loan officers, underwriters, and other relevant parties throughout the loan process. Provide updates on application status, request additional documentation as needed, and address any and all borrower inquiries.
- **Documentation Review and Compliance** - Review loan files to ensure compliance with regulatory requirements, lender guidelines, and investor criteria. Verify accuracy of disclosures, loan terms, and financial calculations. Stay current on all loan types (Conv, FHA, VA, USDA, HELOC, Jumbo and DPA programs) matrixes and guidelines.
- **Problem Resolution** - Identify and resolve issues that may arise during the loan processing and underwriting stages. Address discrepancies in documentation, coordinate with borrowers to resolve outstanding conditions, and escalate complex issues to management or underwriting as necessary.
- **Pipeline Management** - Maintain and manage a pipeline of mortgage loan applications, ensuring timely processing and adherence to closing deadlines. Track application progress, update status in the loan origination system, and prioritize tasks to meet production goals. Actively kept personal pipeline of 65+ while managing company pipeline of 175+.

DISCLOSURE DESK SPECIALIST

(2020 - 2020)

Parkside Lending - San Francisco, CA

- Preparing and Reviewing Disclosures - Preparing initial and subsequent mortgage disclosures for borrowers. Reviewing disclosure documents for accuracy and completeness in compliance with regulatory requirements.
- Compliance with Regulations - Ensuring all disclosures comply with federal, state, and local regulations, such as the Truth in Lending Act (TILA) and the Real Estate Settlement Procedures Act (RESPA). Staying updated on changes in mortgage regulations and implementing necessary adjustments to the disclosure process.
- Coordinating with Loan Officers and Processors - Working closely with loan officers and processors to gather necessary information and documentation for accurate disclosures. Communicating any discrepancies or missing information that could impact the accuracy or timing of disclosures.
- Maintaining Documentation and Records - Keeping meticulous records of all disclosed documents and ensuring they are securely stored. Tracking and documenting all disclosure activities and timelines to ensure compliance with regulatory requirements.
- Providing Customer Support - Assisting borrowers with questions and concerns regarding their mortgage disclosures by providing clear explanations of disclosure terms and requirements to ensure borrowers understand their loan details.

ADDITIONAL WORK EXPERIENCE

ADMINISTRATIVE CONSULTANT

(2020 - Present)

Hill Construction Inc - Honolulu, HI

BRANCH OPERATIONS MANAGER / LOAN PROCESSOR / DISCLOSURE DESK

(2019 - 2019)

Bank of England - Greenwood Village, CO

CONTRACT SURVEYOR

(2018 - 2020)

CHI Limited - Denver, CO

LOAN PROCESSING MANAGER

(2017 - 2018)

Colten Mortgage - Greenwood Village, CO

A/R SPECIALIST / FULL CHARGE BOOKKEEPER

(2011 - 2014)

Diablo Media - Denver, CO

FISCAL MANAGER / CONCIERGE / FRONT DESK

(2009 - 2011)

Forza Fitness and Performance Club at The Ritz Carlton - Denver, CO

RELEVANT EXPERIENCE

COLORADO NOTARY PUBLIC

(1998 - 2023)

METRO STATE COLLEGE - BUSINESS COURSES

Denver, CO

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