

Jamal Washington

Objective

My goal is to use my knowledge and 15 plus years of banking experience to educate the community I serve, provide better options and opportunities for the community and make a difference that impacts the community for years to come.

Experience

August 2019-Present

BMO Harris Bank

Milwaukee, WI

US CRA Relationship Manager

- Partner with non-profits, community organizations and retail branches to offer financial opportunities and options to low to moderate income families
 - Coordinate meetings, events and webinars to increase BMO brand visibility and inform customers of potential financial opportunities
 - Plan events, coordinate planning meetings and select meeting and event spaces
 - Bolster visibility of BMO Harris by attending community functions and contributing to local events
 - Conduct financial literacy courses and increase product knowledge
 - Work with outside organizations to create greater community impact and increase financial knowledge base of community
 - Travel to low to moderate income areas in WI to promote financial awareness
 - Participate in panel discussions with local organizations and the community increasing general financial knowledge and offering expertise and advisement
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December 2017 –
August 2019

BMO Harris Bank

Milwaukee, WI

Retail Relationship Banker

- Build rapport with customers by handling their transactions and guiding them in their financial decisions and helping them to reach their financial goals
 - Building relationships with community organizations (for profit and non-profit) and small businesses to foster greater returns for us both
 - Manage branch when manager is out and make sure branch is operating effectively
 - Work as mentor for new bankers that come into the bank to make the transition more successful
 - Handle any complaints that come into the branch based on technology, service, or products and work to obtain an optimal solution for the customer
 - Educate customers on BMO deposit products and lending options and benefits of banking with BMO
 - Organize and coordinate with marketing department for BMO commercial and photo shoots
 - Represent BMO Harris at community events; workshops and fairs; marketing all that's handled at our branch and to increase BMO's visibility and market share
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May 2015 – December
2017

BMO Harris Bank

Brookfield, WI

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Training Specialist

- Train all departments in US Collections and SBSA Group (Loss Mitigation, Collections Call Center, Small Business, Foreclosure, Repossession, Credit Dispute, Collections Support, Recovery) to be able to do their jobs at a basic level
- Facilitate regulatory training (Fair Lending; CFPB updates; FCRA, SCRA, Disaster Training, Reg B and Z; AML) and all new systems that are introduced to the department
- Train all employees on the basic collections systems (HOST, MLS, TS2) as well as specialized systems for the departments (TransUnion, NetOxygen, BANKO, Loss Mitigation Suite, FDI,
- Foster relationships with other lines of business within BMO to build a rapport between departments and to find common ground and career development opportunities for US Collections employees
- Act as IT liaison for the department, taking care of any system access needs as well as any technology or system issues
- Develop new training materials using Microsoft Office Suite, schedule classes through Outlook, design, provide and analyze surveys to classes using Survey Monkey and prepare presentations for the Training Department
- Represent BMO Harris US Collections at all job fairs and look for new talent for the department; including doing annual site tours for the Brookfield campus to get the rest of the campus a greater understanding of what's done at the site
- Coordinate and chair quarterly conference call between branch representatives, call center management and US Collections to get a more cohesive process between departments

July 2012 – May 2015

Wells Fargo Bank

Milwaukee, WI

Consumer Loan Underwriter

- Underwrite FHLMC and FNMA loans to get affordable payments for distressed borrowers
- Analyze hardships and customer economic situation to forecast future affordability
- Make sure all decisions are within federal guidelines and meets all lending policy

January 2009 – July 2012

M&I Bank, a part of BMO Financial Group

Brookfield, WI

Loan Collections Team Lead

- Train, coach and develop new employees and groom them for further employment within M&I Collections
- Make sure work is being handled and completed in a timely manner and forecast future results
- Act as liaison between staff and management and take care of any internal issues that may arise

Volunteer/Work Groups

January 2020-Present

BankOn Greater Milwaukee

Integration Chair

- Work to increase awareness of BankOn products and services to local organizations
 - Look to integrate BankOn into workforce development/non profits
 - Partner with non-profits and other bank leaders to increase banking opportunities to the non-banked and underbanked
 - Setup meetings and collaborations between BankOn partners and community organizations
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Education

UW-Milwaukee

Milwaukee, WI

- Working towards degree in Finance

References

References are available on request.