

CORDELLA B. JONES

PO Box 511184 Milwaukee, WI 53203 • (414) 217-7494 • cordella.jones@gmail.com

CLIENT MANAGEMENT | COMMUNITY ENGAGEMENT | COMMERCIAL DEVELOPMENT | FORWARD-THINKING

Accomplished and serviced focused banking professional with 11 years of combined experience in areas of bank operations, retail lending, management, and community engagement. A team player who is accomplished in identifying and capturing opportunities to accelerate brand exposure and market expansion. Adapt at working in fast pace environments, employing strong organizational and communication skills.

EDUCATIONAL BACKGROUND

- ❖ *LISC Milwaukee*
2019 Certificate, Associates in Commercial Real Estate (ACRE) Program
- ❖ *UNIVERSITY OF WISCONSIN MILWAUKEE*
Junior Standing, Pursuing a BA in Economics
- ❖ *RECOGNITIONS*
 - Entrepreneurship Advisory Committee 2016-2020, Milwaukee Area Technical College
 - Shared Equity in Cooperative Housing Training 2019, WHEDA & LISC Milwaukee
 - Community Engagement Leadership Workshop Series 2018, LISC Milwaukee
 - Awarded \$5,000.00 Technology Startup Grant 2014, Community Program ASAPkIds

SIGNATURE STRENGTHS

- ❖ Strong prioritizing and organizational skills in high volume production areas
- ❖ Dynamic and creative in communicating effectively with individuals at all levels within the company and community
- ❖ Knowledge of developing and executing transitioning procedures
- ❖ Alert in procedural reviews and monitoring department standards for compliance
- ❖ Proficient in a wide variety of software applications including Microsoft Office, Salesforce, NetO etc.

PROFESSIONAL BACKGROUND

LISC, MILWAUKEE Milwaukee, WI 10/2018 - 06/2019
Associates in Commercial Real Estate (ACRE) Program, Trainee
Completed a 26-week program covering the Commercial Real Estate development process taught by Marquette University (Center for Real Estate), Milwaukee School of Engineering (MSOE) and University of Wisconsin at Milwaukee (UWM). Networked with community developers and partners. Developed idea inception and back of the envelope analysis of project feasibility. Partnered with Milwaukee officials to formulate strategies around regulatory issues. Drafted a proforma and gave presentation for a \$3.4-million-dollar market rate multifamily housing project in the Harambee neighborhood. Toured various market rate and affordable community development projects within Milwaukee. Analyzed capital stack, funding sources, funding requirements and valuation methodologies.

CITY OF MILWAUKEE Milwaukee, WI 2017 - Presently
Harambee Neighborhood Improvement District #7: Board of Directors, Chairperson
Overseeing and managing special assessment funds collected by the City of Milwaukee for over 2,450 households within the Neighborhood Improvement District #7. Defining benchmark criteria to measure efficiency and effectiveness of homeowner repair grant program within compliance with the State of Wisconsin statutes. As well as developing and maintaining detail plans of residential areas impacted by commercial development interest. Working with internal and external partners on capacity building tactics and sponsored informational events for securing resources for area homeowners.

BMO HARRIS BANK Milwaukee, WI 2008 - Presently
Retail Banking & Lending; Relationship Banker
Building strong consumer and business client relationships to encourage long-term business and high satisfaction levels. Responsible for reviewing credit and the basics of financial literacy when appropriate during bank at work events,

REFERENCES AVAILABLE UPON REQUEST

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branch servicing or onboarding new product customers. Assisting clients with applications for retail lending opportunities.

Deposit Operations: Branch Capture Department

Responsible for meeting Service Level Agreements in balancing high-volume ATM and Branch Captured deposit/withdrawal transactions to customer accounts. Accountable for maintaining customer confidentiality as well as performing fraud detection of suspicious account activity by following a prescribed escalation process to alert customers.

Deposit Operations: ACH/Exceptions Department

Provided research and processing of large dollar ACH incoming and outgoing transactions for posting and balancing to customer accounts. Daily duties included processing returns to the originating banks, assisting bankers and customers in problem resolution.

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