

ETHEL M. WASHINGTON

4203 N 62nd St – Milwaukee Wisconsin Home (414) 536-7180

Experience

◆ **RETIRED**

◆ **Bank Mutual**

Milwaukee Wisconsin – July 2003 to March 31, 2016

Assistant Vice President/Bank Office Manager

Manage daily activities necessary to operate the branch effectively. Provide staff coaching and motivation toward achieving career goals. Solicit new business for bank. Insure quality service to current and potential customers, as well as staff and co-workers. Maintain accurate records for audit purposes.

◆ **TCF Bank**

Milwaukee Wisconsin – September 1999 to April 2003

Manager – Silver Spring In-store August 2002 – April 2003

Managed daily activities necessary to operate the branch efficiently and effectively. Provided staff motivation toward achieving daily and monthly sales goals. Maintained accurate records for audit reporting purposes. Solicited new business for bank. Insured quality service to current and potential customers as well as staff and co-workers.

Manager – Cudahy In-store November 2001 - August 2002

Managed daily activities necessary to operate the branch efficiently and effectively. Provided staff motivation toward achieving daily and monthly sales goals. Maintained accurate records for audit reporting purposes. Solicited new business for bank. Insured quality service to current and potential customers as well as staff and co-workers.

Manager Trainee March 2001 - November 2001

Step by step training in the management of in-store banking.

Foreclosure/Bankruptcy/REO Specialist September 1999 - March 2001

Prepared delinquent files for foreclosure initiation, worked with attorney to insure guidelines were followed, made sure properties were secure and insured until disposal, worked with real estate brokers and loan officers to dispose of properties promptly. Maintained accurate records and provided monthly reports on the status of each loan. Handled Chapter 7 and Chapter 13 bankruptcies from receipt of notice to appropriate filing. Processed payments received from trustees, notified all involved parties of delinquent payments and filed lift stay motions. Prepared files for replevin action and worked with repossession agents to recover vehicles. Filed small claims and attended court proceedings. Acting supervisor for collection department.

◆ **Bank One**

Milwaukee Wisconsin - October 1996 to September 1999

Litigation Specialist October 1997 - September 1999

Responsibilities included court orders for released liens, probate claims (filing and collecting), monitored garnishments, seizures and fraud cases. Prepared files for legal action, maintained current status on files with attorneys, maintained a stable relationship with customers, co-workers and attorneys.

Back-end Collector *October 1996 - August 1997*

Worked with customers to resolve delinquencies on leases and installment loans, minor research on problem accounts, obtained and prepared information for deferrals, bankruptcies and repossessions.

◆ ***M & I Mortgage Corporation***

Cedarburg Wisconsin - July 1993 to October 1996

Bankruptcy Specialist

Prepared bankruptcy files for attorney, maintained accurate records, processed trustee and post petition payments, maintained solid relationship with both debtor and mortgage attorneys, reported to investors and insurers and advised all related parties of changes in account status. Acted as alternate Foreclosure Processor.

Education

Tennessee State University

Nashville Tennessee 1976 - 1979

Major: Chemistry

Minor: Biology

Chattanooga State Technical Community College

Chattanooga Tennessee

Associate of Science in Mechanical Engineering with emphasis in Nuclear Power, June 1982

Computer Skills

Windows, Word, Excel

Personal

Computers, gardening and reading

References

Available upon request