

SHANNA-KAY ELLIS

New York Area • (609) 906-8429 • ellisshannakay@gmail.com

EDUCATION

Teachers College, Columbia University, New York, NY

Master of Arts in Organizational Psychology,

Expected December 2018

Relevant Coursework: Human Resource Management, Organizational Dynamics, Intercultural Communication, Group Dynamics, Executive Coaching, Basic Practicum in Conflict Resolution Negotiation and Mediation, Data-Based Intervention, Staff Development and Training

Rider University, Lawrenceville, NJ

Bachelor of Arts in Psychology

Magna Cum Laude

May 2015

CORE COMPETENCIES:

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|--------------------------|------------------------------------|--|
| • Strong team player | • Resourceful and Creative thinker | • Able to manage multiple tasks/projects |
| • Self-motivated | • Innovative | • Quick learner |
| • Keen on details | | |
| • Intellectual curiosity | • Proficient in Excel | |

PROFESSIONAL EXPERIENCE

Cenlar FSB, Ewing, NJ

Client Experience Specialist

November 2014 – January 2019

- Oversee 5 client portfolios; provide consultative services to aligned clients
- Assist professional clients with understanding of all business areas within the company
- Act as a liaison between the company and its professional clients and customers.
- Facilitate the resolution of escalations with priority, accuracy and urgency.
- Maintain confidentiality and discretion
- Sustain business relationship with clients by assisting with daily needs and consistent follow through
- Keep abreast on key mortgage industry changes and trends
- Set expectations and prioritize responsibilities
- Handle loan level concerns to ensure delivery of the highest level of service based on client's needs.
- Collaborate virtually with clients, customers and over 25 other departments within Cenlar

Jetzy, New York, NY

March 2018 – May 2018

Human Resource Intern

- Recruiting new interns – schedule and assist with conducting interviews for potential recruits
- Onboarding campus recruits
- Managing new recruits, and piloting initiative to recruit interns from the Caribbean
- Oversees daily tasks, and monitor execution of projects assigned to interns
- Prepare and maintain new hire documents
- Use spreadsheets to maximize management and tracking for projects

Rider University, Lawrenceville, NJ

Undergraduate Research Assistant

June 2015 - September 2015

- Conducted literature review for research advisor in the Department of Business Management, on topics relating to work family conflict, work life enrichment.
- Created online surveys for studies using the web tool Survey Monkey.
- Proofread manuscripts for articles to be submitted for literature review, and cross checked literature review to verify accuracy.

SAEOPP McNair Scholars Undergraduate Research Conference, Atlanta, Ga

June 2015

Poster Presentation

“Human resource strategies: Striving to maintain a positive organizational behavior”

PROFESSIONAL ASSOCIATIONS

Society for Industrial and Organizational Psychology

Skills

Microsoft Office, ADP, SPSS, Survey Monkey

References provided on request.