

YVETTE R. GREGORY, MBA

8984 SW Bonneville Drive ♦ Stuart, Florida 34997 ♦ 561-354-8908
yvettegregory@comcast.net

CAREER SUMMARY

Results-oriented professional with proven management, finance and organizational development skills. Demonstrated ability in planning and implementing programs impacting productivity and employee/client skill enhancement. Highly effective in motivating and coaching others. Exceptional interpersonal and written communications skills. An effective administrator skilled in case management, strategic development, accounts receivable, transaction coordination, forecasts, and results analysis. Expertise includes:

- Quality Assurance/Regulatory Compliance
- Accounts Receivable, Budget, Grant Experience
- Training and Education Management
- Instructional Design/Technical Writing
- Microsoft Word, Excel, Outlook, PowerPoint, Access, Live Meeting, Infinium, Genesys, Oracle and Baan
- Teambuilding/Coaching/Mentoring
- Financial/Database Analysis
- Client Services & Case Management
- Recruitment & Selection

PROFESSIONAL EXPERIENCE

LOVE AND HOPE IN ACTION, Stuart, FL

2018 - Present

Homeless Day Ministry

Director of Client Services

- Responsible for case management, intervention, problem resolution and program referrals for homeless clients.
- Generate programs and processes to support the organization in an efficient and cost-effective manner.
- Provide clients with education, recommendations, advocacy and crisis services.
- Oversee client intake, manage service delivery and hold individuals accountable to agreed-upon goals
- Participate in fostering homeless client awareness of available services through guidance, coaching and training
- Track annual Martin County homeless population statistics and maintain database.
- Promote the ministry through presentations, speaking engagements and public communication.

FIGORELLA INSURANCE, LLC, Stuart, FL

2017 - 2018

Insurance Company

Property and Casualty Customer Service Manager

- Responsible for client communications, conflict resolution, and compliance on customer deliverables.
- Create and enforce office policies, standards and procedures to help the agency run smoothly and profitably
- Develop the employee's listening and communication skills when dealing with customers.
- Supervise personnel, manage daily operations and hold staff accountable to performance goals
- Engage in furthering employee insurance knowledge through insurance related coursework and training
- Complete bi-weekly payroll.
- 4-40 License Number W404220

EXPRESS SCRIPTS, INC., Port St. Lucie, FL

2013 - 2017

Mail Order Pharmacy

Supervisor - Medicare Division

- Support the company quality monitoring program by reviewing calls for quality and efficient handling.
- Provide constructive and timely coaching to representatives. Resolve questions as they occur.
- Develop the employee's listening and communication skills when dealing with customers.
- Communicate procedural updates and program information. Ensure that each agent understands and has future reference to the communicated information.
- Assists in the training of employees; review compliance to policies. Complete weekly payroll.
- Notify management of problems encountered during shift. Report system related issues for timely resolution.

QVC, INC., Port St. Lucie, FL**2013**

Televised retail shopping channel

Order Services Supervisor

- Support the company quality monitoring program by monitoring calls for quality and efficient handling.
- Provide constructive and timely feedback to representatives. Resolve questions as they occur.
- Develop the employee's listening and communication skills when dealing with customers.
- Communicate procedural updates and program information. Ensure that each agent understands and has future reference to the communicated information.
- Assists in the training of employees; review compliance to policies. Complete weekly payroll.
- Notify management of problems encountered during shift. Report system related issues for timely resolution.

HARMONY SERVICES, Palm City, FL**2011 - 2014**

Real estate transaction services

Transaction Coordinator & Business Owner

- Ensure local, state and federal requirements are met and paperwork is complete to process a transaction.
- Coordinate legal forms involving title, escrow and mortgage loan and collect information on purchases/sales.
- Responsible for initiating, maintaining and filing documents related to the sale/purchase of a home or business.
- Virtual Transaction Coordination to access and store documents/communications.
- Follow up weekly with agents, clients, lenders, and title company individuals involved with the sale.

GSS TITLE, Sarasota, FL**2013**

Title Services

E-Closer/Processor

- Order title, receive title, wire escrow and schedule closing.
- Ordering and examination of all liens, surveys, pest inspections, estoppel letters, municipal liens.
- Searches, condo documentation and HOA payoffs.

OCWEN LOAN SERVICING, LLC, West Palm Beach, FL**2009 - 2011**

Mortgage and origination services

Foreclosure Prevention Manager

- Manage and motivate staff of 15-20 home retention consultants.
- Identify improvement opportunities related to the home retention programs and processes.
- Reduce variability, improve quality and increase productivity among team members.
- Present to investors and potential clients during site visits.
- Maintain compliance with all investor and government guidelines.
- Communicate to team members regarding goals, key drivers, resolution volumes and procedural changes.
- Confirm all business unit policies and procedures are updated to reflect requirements.
- Assist with creation and delivery of monthly executive operational review.
- Partner with Six Sigma Team and other servicing business units to improve servicing programs.

Senior Collections (Billing) Analyst, Contract Compliance

- Work with Investors, Master Servicers and Trusts to ensure reimbursement of non-loan level expenses.
- Process journal entries, cash receipt uploads, accounts receivable downloads, posting to accounts, sending follow-up inquiries, negotiating invoices, maintaining cash receipts and providing litigation case summaries.
- Perform reconciliation of internal accounts and ensure financial information has been recorded accurately.
- Develop strong relationships with our strategic partners to ensure timely payment.
- Ensure that receivables are recovered in a prompt manner and minimize aged receivables.
- Coordinate with business units in order to improve processes and ensure that expenses incurred are recovered.
- Subordination processing and title ordering for sub-performing and non-performing assets.

JUPITER MEDICAL CENTER, Jupiter, FL**2008 - 2009**

Not-for-profit community hospital

Manager, Training and Development

- Directed, designed and facilitated the leadership and non-clinical training function for over 1500 employees.
- Organized and facilitated multiple off-site leadership retreats for executive leadership team.
- Launched online training for supervisory and customer service skill enhancement.
- Developed and managed multiple scholarship programs for leadership and allied health professions.
- Created and introduced the JMC University Business Plan.
- Initiated School at Work, English for Speakers of Other Languages and leadership development programs.

WOLTERS KLUWER FINANCIAL SERVICES, Auburn, IN**2005 - 2007**

Provider of regulatory compliance software and documentation with respect to Insurance, SEC, NASD, NYSE, and others.

Writer/Analyst and Client Representative

- Performed high-level explanatory and analytical writing and analysis pertaining to the insurance and financial services industry, regulatory and compliance issues.
- Audited and managed multiple Access databases with over 40,000 legal documents.
- Developed, designed and performed electronic publishing design and practiced systems development review of large complex software projects.
- Conducted Microsoft Live Meetings for Insurance Administrators, Chief Compliance Officers and Vice Presidents of Compliance to demonstrate company's products and train clients on use of SEC reporting products.
- Ranked top producer for new contacts while managing a client account base of 780 in a thirteen-state region.

MARTIN COUNTY BOARD OF COUNTY COMMISSIONERS, Stuart, FL**2004**

Local county governing body

Financial Analyst

- Performed administrative and accounting work preparing, monitoring, and implementing federal and state funded grant contracts with FEMA, FDEP, FDOT, FIND, NOAA, and SFWMD.
- Prepared budget resolutions, completed grant fund set up, monitored engineering projects, and prepared agency financial reports relative to state funded disaster, road, transportation, water quality, and coastal projects.

ADELPHIA COMMUNICATIONS, West Palm Beach, FL**2000 - 2003**

Broadband cable communications company.

Senior Training Manager, Southeastern Region (2000 - 2003)

- Implemented overall training and development strategy and program purpose for over 2,700 employees in eight states and Puerto Rico through Adelfia Corporate University. Directed and supervised ten trainers.
- Trained and documented development of management staff, technicians, and customer service representatives.
- Created and initiated e-learning, teleconference, and video learning programs throughout the organization.
- Developed and administered a \$1.3MM budget; came in under budget each year.
- Facilitated customer service, leadership, and human resources training programs.

Regional Training Manager (2000)

- Managed Training, Quality Assurance, and Instructional Design Departments for the Regional Call Center (330 employees). Supervised five direct and ten indirect reports. Implemented a 7-week new hire training program.

EDUCATION

Master of Business Administration (MBA), American InterContinental University, Hoffman Estates, IL
Bachelor of Science in Business Administration (BSBA), Central Michigan University, Mount Pleasant, MI