

Karlene Dunkley

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PROFILE:

I am a highly qualified, tenacious and accomplished professional with strong business acumen and knowledge of regulatory compliance, business management and customer service. Currently seeking a new and challenging opportunity in which to apply and broaden diverse, inclusive, cultural, and professional work environment

EXPERIENCE:

Indotronix (ADT) - Temporary Contract

2023 - 2024

Licensing Compliance Administrator

- Ensure proper and timely completion of all licensing requirements for all facilities, including preparing, filing of license applications and renewals
- Maintaining proper filing of all documentation associated with licensing
- Responds to questions from company personnel regarding licensing compliance issues
- Maintain tracking system to monitor deadlines of various renewals, filings, surety bonds, etc.

PHH Mortgage Corporation

2020 - 2022

Specialist, Licensing and Exam Management

- Complete initials and renewal application to acquire licensure or permits for individuals
- Monitor and ensure a response is provide to State's regulator's request in a timely manner
- Communicate and coordinate with the Licensing Business Unit to ensure individuals are fully licensed
- Request and arrange for Licensees to complete pre-education to acquire licensure
- Coordinate with Licensee(s) about matters relating to licensing, including fingerprinting, documents, disclosures, and personal information, etc.
- Identify States' prerequisites set forth in obtaining originators licensure
- Complete initials and renewal application to acquire individual licensure
- Understand and facilitate education and exams process for mortgage loan originators/officers
- Coordinate with Licensees to request and complete continuing education

Ocwen Financial Corporation

2016 – 2020

Administrator, Licensing and Exam Management

- Identify States' prerequisites set forth in obtaining licensure
- Complete initials and renewal application to acquire licensure,
- Ensure and maintain timely and accurate filings for license applications
- Monitor, Ensure and respond to State regulator's request in a timely manner
- Coordinate with Senior Executives about matters relating to licensing, including fingerprinting and personal information
- Coordinate with other BUs to obtain information to assist with completing reports
- Addressing inquiries and deficiencies identify by licensing authorities
- Communicate with States' regulators to resolve matters or issues that may arise
- Responsible for preparing and filing MCR's.
- File Quarterly, Annually, Semi-annual financial reports pertaining to licenses
- Provide the necessary documentation for both internal and external auditors
- Establishes and maintains policies and procedures to ensure compliance with governmental regulators
- Coordinate with regulatory exam/auditing activities as required
- Assist in other compliance or research projects as needed

- Coordinate with Litigation attorney regarding fines and restitution to pay out to various consumers.
- Coordinate with Litigation attorney regarding consumer complaints and inquiries
- Indirectly dealt with complex litigation issues from the CFPB findings, filed by various States.
- Communicate and request funds from the financial department to send to the various States

Ocwen Loan Servicing, LLC

2012 – 2016

Contract Management Coordinator

- Review various types of documents for court proceedings pertaining to mortgage servicing
- Reviewed various Foreclosure documents and compared to the system of records
- Review and audit a variety of documents for court proceedings pertaining to servicing mortgage loans
- Review, execute and file various Bankruptcy proceedings (POC, SPOC, TOC, MFRs, Affidavits, etc.)
- Communicated, trained others internal and external on documents to be executed
- Communicate with Investors, Vendors, Attorneys, other Business Units, Legal and Senior leadership to manage cases toward resolutions.

Marshall C. Watson, Ft. Lauderdale, FL

2011-2011

Paralegal

- Reports/Handles information requests to banking agencies/investors
- Maintained data entry requirements by following program technique and procedure
- Maintained client database by entering new and updated account information.
- Processed, reviewed, and resolved deficiencies for account source documents.
- Responsible for drafting, preparing, and filing court documents
- Answered and directed telephone calls to the appropriate individuals.

Barfield, McCain P.A., West Palm Beach, FL

2007-2011

Legal Assistant/Office Clerk

- Provided legal secretarial support to staff attorneys.
- Responded appropriately to client's requests in a timely manner.
- Maintained data entry requirements according to client procedures.
- Assisted in scheduling and coordinating hearings, mediations, and depositions.
- Accurately monitored and filed court documents according to court procedure.
- Creating correspondence, drafting motions, pleadings, opening and closing files
- Handled/Directed incoming phone calls and taking messages, routing call to individuals.
- Communicate with the various Sheriff's departments regarding the Writ of Possession postings and executions
- Communicate with the Clerk of Courts regarding the default judgements

EDUCATION

Keiser University, West Palm Beach

Associate of Arts Degree - Legal Studies/Paralegal

Cooper Career College, West Palm Beach

Computer Technology - 2005-2006

PROFESSIONAL AND PERSONAL CERTIFICATION

Notary:

- Worked with various mortgage lenders, title and escrow companies
- Sign and notarize foreclosure documents
- Worked with law firms notarizing legal documents
- Assist individuals with general notary needs

Technical:

Microsoft Office programs (advanced), Office Equipment, Court's Docket, Pacer, Banko, CM/ECF websites, CMS, ResWare, Altisource, Realservicing, Law Partner, NMLS, Equator, CT Advantage-Hcue, SharePoint, Encompass, Helos Portal, MOGY, Access, Salesforce, Marshling, and other Software....

Compliance Program Training:

ECOA – Reg B

American with Disabilities Act

Strategies for Communicating with Tact and Diplomacy

Interpersonal Communication: Communicating with Confidence

Personal Power and credibility

Interpersonal Communication: Listening Essentials

Compliance Risk

Six Sigma – Data & Root Cause Analysis

Six Sigma – Correlation, Regression and Hypothesis

Delivering a Difficult Message with Diplomacy and Tact

Foreign Corrupt Practices Act (FCPA)

Complying with the Flood Disaster Protection Act

Interpersonal Communication: Listening Essentials

Risk Management

ADA: Public Accommodations

Right to Financial Privacy Act

Connecting with Others through Diplomacy and Tact

Appraisal Requirements

Bankruptcy

BSA, AML, EFTA and OFAC Awareness 2018 – Bank Secrecy Act/Anti-Money Laundering

Business Acumen

Real Estate Settlement Procedures Act (RESPA): Essentials

Unfair Deceptive Abusive Acts Practices

Understanding Unconscious Bias

Working Out and Thought Conflict