

Felicia Payton-Mahabir

fap1172@gmail.com | (904) 703-9562 | Jacksonville, FL

SUMMARY

Seasoned Senior Licensing Process Manager with 12 years of experience in licensing and regulatory compliance. Expertise in managing NPNs, CEs, and ensuring adherence to industry regulations; adept at leading teams and maintaining stakeholder relationships. Seeking to leverage extensive background in license portfolio management as a Licensing and Registration Director.

WORK EXPERIENCE

Teleperformance USA

Jacksonville, FL

Senior Licensing Process Manager

Oct 2023 - Feb 2024

- Oversaw compliance for a diverse portfolio of licenses, including personal, health, property, and casualty, ensuring adherence to industry regulations and ethical standards.
- Streamlined license reporting analytics and implemented operational policies, contributing to the maintenance of active National Producer Numbers (NPNs) and Continuing Education (CE) requirements.
- Coordinated with third-party partners and internal stakeholders to resolve operational issues and guarantee licensing readiness for onboarding processes as per Statement of Work (SOW) agreements.

Prudential Financial

Jacksonville, FL

Senior Associate – Regulatory Supervision

Oct 2022 - Oct 2023

- Managed the processing of licensing and registration requests, ensuring adherence to industry standards and regulatory compliance.
- Collaborated in the design of a streamlined Form U5 termination process, enhancing compliance with FINRA regulations, including Rules 3110 and 4530.
- Oversaw the accurate and timely filing of U-5 termination notices, contributing to a decrease in late submission errors and associated fines.
- Developed and delivered comprehensive training programs and Standard Operating Procedures (SOPs) for the termination process, fostering regulatory compliance across the organization.

Senior O&C Associate – Registration and Securities

Apr 2018 - Oct 2022

- Conducted annual compliance audits for reportable disclosures, ensuring adherence to FINRA regulations.
- Managed the registration process for associates, including Form U-4 submissions and broker-dealer affiliations.
- Collaborated with producers to maintain state-specific licensing and continuing education compliance.
- Provided technical assistance, resolving licensing issues and facilitating FINRA examination processes for financial professionals.
- Coordinated with senior management to support recruitment efforts, including background checks and new hire onboarding.

Senior O&C Associate – Licensing and Appointment

Oct 2014 - Apr 2018

- Managed comprehensive oversight and coordination for licensing and appointment processes at Prudential Financial, ensuring adherence to regulatory requirements and company policies, while providing exceptional support and guidance to financial professionals throughout their onboarding and ongoing compliance activities.

Associate – Hiring and Licensing

Feb 2012 - Oct 2014

- Managed the end-to-end hiring and licensing process for new associates at Prudential Financial, ensuring compliance with regulatory requirements and internal policies, while providing a seamless onboarding experience for candidates.

EDUCATION

Columbia Southern University	Orange Beach, AL
Bachelor of Science, Human Resource Management	2021
Columbia Southern University	2020
Management Certificate	
Columbia Southern University	2019
Human Resource Management Certificate	

CERTIFICATIONS

Notary License, State of Florida
20-44 Personal Lines Property & Casualty Insurance License

SKILLS

Analytical Skills • Organization Skills • Collaboration Skills • Negotiation Skills • Presentation Skills • Written Communication Skills • Verbal Communication Skills • Leadership • Employee Engagement • Customer Service • Relationship Management • Complaint Handling • Process Management • Project Management • Workflow Coordination • Regulatory Compliance • Quality Assurance