

Kristi Chastain

Education

Master of Business Administration (MBA)
University of West Georgia (UWG), Carrollton, GA
December 2020

Bachelor of Science (BS), Computer Science
University of West Georgia (UWG), Carrollton, GA
May 2017

Google Data Analytics Professional Certificate

Coursera

In Progress

Certifications

- Qualtrics Platform Essentials Certification

Skills & Abilities

- Microsoft Office:
 - Excel including nested IF statements, VLOOKUPS, Pivot Tables
 - Microsoft Word including form-filled document creation, themed formatting, nested table of contents
 - Microsoft PowerPoint including timed presentations with embedded recordings
- Google Suite including Google Email (Gmail), Google Docs, Google Sheets, Google Drive
- Web Conferencing Software including Zoom, Microsoft Teams, WebEx, Google Meet
- Ability to balance stakeholders' needs to accomplish organizational goals and strategic initiatives
- Tableau enterprise business intelligence & reporting tool for data analysis & visualization
- Qualtrics Experience Management (XM) survey software
- D2L Brightspace Learning Management System
- Accurate, detailed and organized
- Time management and ability to prioritize multiple competing tasks in a fast-paced environment
- Strong critical thinking, analytical, and problem-solving skills
- Very experienced using multiple web applications to meet various needs
- Confidentiality of sensitive and protected information
- Superior written communication skills, including spelling, grammar, and persuasion
- Excellent interpersonal skills, including active listening, teamwork, flexibility, and positive attitude
- Ability to interact in a diverse, multi-cultural community

Experience

DATA ANALYST | USG eCAMPUS | JANUARY 2023 to PRESENT

- Direct support to eCampus Engagement & Analytics, USG eCampus teams, affiliate university and college partners, the USG, and other stakeholders in taking raw data and interpreting it to form meaningful conclusions and develop insights based on analysis
- Engage with USG eCampus internal teams and stakeholders to understand their analytical needs, evaluate key performance metrics, and analyze trends
- Perform ad hoc analyses to discover actionable information in support of strategic decision making

- Synchronize and develop complex data analysis and presentation of key metrics related to benchmarks which support program integrity and student success and outcomes in multi-institutional programs
- Leverage enterprise business intelligence tools and platforms to develop informative dashboards and reports
- Maintain accuracy and quality of data extracts
- Support program fact book and report generation to include data analysis and display
- Support testing services and proctored exams
- Critique platform tool use, such as CRM, and develop & implement improvement processes
- Student engagement and outreach in support of program and student success

AVP, TEAM LEAD – CONSUMER REAL ESTATE LOAN DOCUMENTATION | BANK OZK | AUGUST 2021 to DECEMBER 2022

- Provides leadership and manages daily workflow assignments for a team of 12 consumer real estate loan documentation specialists
- Assists team members with any questions or issues regarding work responsibilities
- Reviews department productivity and verifies all required due diligence and documentation is completed correctly, efficiently, and in accordance with standard operating procedures including Bank and department established protocol
- Monitors errors and performs root cause analysis to develop training and coaching for team members to ensure quality standards are met and customer focus is emphasized
- Provides feedback on department activities by compiling data and preparing various monthly reconciliation reports
- Reviews and maintains records for department general operating procedure documentation
- Prepares loan packages for Bank OZK employees, ensuring confidentiality is maintained
- Performs ongoing quality assurance reviews to ensure policies and processes are being followed
- Trains new loan documentation specialists and ensures all staff is trained on new procedures
- Collaboration with Bankers and various members of the Bank's credit management and loan operations teams to answer questions, provide problem resolution and guidance on loan policy and procedures pertaining to documentation requirements as needed
- Utilizes critical thinking to identify areas for process improvement and increased efficiency
- Assists with planning, testing, and implementation of new loan origination system for consumer real estate loans
- Processes attorney and title company invoicing for loans closed in-house and enters the data in the Bank's accounts payable software

EDUCATIONAL PROGRAM SPECIALIST | USG eCAMPUS | JANUARY 2018 to AUGUST 2021

- Provide higher education administrative and operational support services to University System of Georgia eCampus end users of the eCampus proctored exam system.
- Collaboration with stakeholders in the eCampus proctored exam model, including ongoing support for:
 - Students from all partner institutions to provide an array of test proctor options, providing assistance in selecting the best one aligned for the student's need, including assistance in scheduling and completing the proctored exam experience.
 - Testing centers and proctors as needed to collectively provide the proctored exam environment

- for the student experience, including all USG institutional partner testing centers, other higher education testing centers, Dual Student high school test proctors, Military installations, online proctors, and independent testing proctors and test centers.
- Online learning faculty to initialize proctored exam system at the beginning of each semester and session.
 - Testing vendors to manage and operate the proctored exam environment.
 - eCampus Curriculum & Instruction and Instructional Design teams supporting student proctored exam needs in the D2L LMS.
- Provide outreach to students with proctored exam issues, along with student success assigned students in need of at-risk or withdrawal support.
 - Coordinate on design, implementation, operational support, and process improvements analysis of the eCampus proctored exam system including QA and functionality testing of process changes.
 - Formulate and implement policies related to testing integrity and processes to ensure compliance with SACSCOC and USG.
 - Prepare surveys and questionnaires using Qualtrics to support the eCampus proctored testing and learning support needs.
 - Analyze testing-related financial information to develop efficient use of resources and procedures, and to provide strategic recommendations.
 - Assist with the collection, analysis, and preparation of raw data related to proctored exams using Excel and Tableau for data analysis and report generation for inclusion in the eCore factbook.
 - Assist with the gathering of raw data extracts from the Brightspace LMS and USG SIS via INGRESS for analysis of testing-related data throughout each academic semester to monitor midterm and final exam parameters to ensure the accuracy and integrity of exam settings to identify potential issues before they have an impact to student experience.
 - Use Tableau to manipulate, analyze, quantify, and present data to USG testing centers in the form of visual reports on testing volume.
 - Research emerging trends in proctored exam and other distance learning technologies to promote scalability and accessibility of the proctored exam system.
 - Maintain FERPA compliance to ensure the confidentiality of student information.
 - Participate with the Student Success Team providing student engagement, telephone support and email correspondence to students enrolled in eCore and eMajor courses.
 - Aid in research regarding student appeals resulting from proctored exam challenges.
 - Review eCore and eMajor web content for changes when procedures and processes are modified.

ASSOCIATE SOFTWARE ENGINEER | GREENWAY HEALTH | JUNE 2015 to JANUARY 2018

- Part of a team providing software development and programming, quality assurance testing, functionality testing, debugging, and documentation, including appropriate change management processes for an enterprise level web application utilized by Greenway's Revenue Cycle Management group serving healthcare clients.
- Worked with stakeholders to identify and correct over 70 escaped defects and implemented new features that satisfied over 60 user stories. These development efforts directly impacted multiple areas of the application increasing user efficiency and providing a more pleasing user experience.
- Primary back-end developer to implement a new feature to display real time insurance eligibility data received from the companion electronic health record application.
- Collaboration with database engineers on database management and database programming, creating, and maintaining Microsoft SQL relational database tables and stored procedures.
- Coordination with product managers and stakeholders to implement the project plan by analyzing

customer requirements and designing them into properly documented user stories.

- Coordination with quality assurance team members to test implemented changes.

STUDENT ASSISTANT | UNIVERSITY OF WEST GEORGIA | AUGUST 2013 – APRIL 2015

- Part time position with UWG Department of Computer Science while completing B.S. degree.
- Supported Computer Science faculty and students for entry level and online graduate courses.
- Assisted Computer Science students as a staff member in the department's Computer Science Experience lab.
- Provided outreach for entry level and graduate students online using Blackboard Instant Messenger.

REAL ESTATE ADMINISTRATIVE ASSISTANT | KRISTI NAVARRE, AGENT | APRIL 2012 – MAY 2013

- Part-time position with busy, top-performing real-estate agent
- Provided assistance with property searches, scheduling, and document preparation

MULTIPLE POSITIONS | COMMUNITY & SOUTHERN BANK | OCTOBER 1999 – DECEMBER 2011

- Completed annual training on:
 - Regulatory lending and deposit requirements
 - Privacy and confidentiality
 - Safety and Security
- Positions held:
 - Preclosing Audit Team Lead
 - Worked with the bank's credit and compliance team to design and implement a new process providing preliminary audit of loan documentation prior to closing. Increased the bank's ability to manage its loan portfolio by ensuring documentation accuracy and completeness for all loans exceeding \$50,000.
 - Managed team of 3 providing audit of loan documentation to ensure adherence to regulatory compliance as well as verifying the integrity of the loan documentation and the presence of appropriate credit analysis and approvals as required by the bank's lending policies.
 - Provided ongoing end user training and outreach to over 50 lending personnel on the bank's lending processes and policies.
 - Executive Administrative Assistant
 - Provide administrative and operational support for Executive Vice President of Commercial Lending including appointment scheduling, documentation of loan committee minutes
 - Maintain records for the bank's lists of approved attorneys and appraisers.
 - Manage pipelines for renewals and new commercial loans
 - Prepare commercial loan documentation for in-house and participated commercial loans to ensure regulatory compliance.
 - Excellent time management and organization skills required to meet deadlines to close large, complex loans in a timely manner.
 - Loan Assistant / Loan Processor
 - Assisted consumer and commercial lenders with managing diverse loan pipelines.
 - Communicated with appraisers and attorneys to obtain supporting documentation.

- Verified the accuracy of loan applications, credit, and loan documentation.
 - Obtained required borrower financial statements for underwriting loans.
 - Reviewed credit, income, and assets to determine debt to income and repayment potential.
 - Obtained necessary documentation required for customer identity verification and to aid efforts to detect fraud.
 - Worked with borrower and all stakeholders to resolve all outstanding discrepancies.
- Customer Service / New Accounts Representative
 - Teller

Awards & Honors



Beta Gamma Sigma – University of West Georgia

Honor society for the top 10% of undergraduate students, top 20% of graduate students, and all doctoral candidates from around the world in business schools accredited by The Association to Advance Collegiate Schools of Business.