

Heather Rahn

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Experience

April 2019-Present

Huntington Bank (Formally TCF Bank), **Midland MI** – *BSA Specialist*

- Review and file CTRs and MILs by utilizing banking systems to investigate and research all transaction information.
- Assist on special projects or other duties as assigned
- Pull reports from FIS Image Center on a daily basis and distribute them to my team
- Review, verify and validate OFAC wires from FIS EWIRE
- Extracted metric reports from FIS IBS to help colleagues and management understand the quantity of CTRS that were being processed by each processor
- Stay up to date with federal and regulatory guidelines via training courses

May 2018 – April 2019

Chemical Bank, Midland MI - *Loan Servicing Specialist (Account Maintenance)*

- Perform Maintenance, changes and adjustments to loans such as billing questions/research, Change office/Cost Center, Change payment date, Payment issues/questions, Waive late fee or interest.
- Process Automatic Transfer forms that come through mail, email or interoffice
- Maintain various spreadsheets to track activity
- Work various reports daily

October 2016 -May 2018

Chemical Bank, Midland MI - *Loan servicing payoff/customer service clerk*

- Prepared documentation for the recordation of mortgage discharges for both open and closed loans
- Prepared documentation for the recordation of lien releases for both open and closed loans
- Process loan payoff requests received daily via email
- Answer telephones
- Filing Documents
- Open/ Sort and distribute mail

February 2012 - October 2016

Chemical Bank, Bay City MI - *Teller 1*

- Effectively balanced cash drawer daily according to established procedures, maintained accurate balancing/loss record.

- Acknowledged, greeted and handled customers' requests competently and courteously
- Cross sell and refer bank products to customers
- Maintained bank vault
- Performed monthly audits
- Actively participate in sales meetings and campaigns
- Effectively Balanced and Maintained ATM daily
- Opening/ Closing accounts

February 2011 - December 2011

Athena Salon and Day Spa, Midland MI- Receptionist

- Answer phones and greet customers
- Salon Assistant
- Keep inventory of products on excel spreadsheet
- Set up Appointments
- Reminder Calls to customers

Education

September 2003-June 2007

Western High School, Auburn MI

September 2009-June 2010

Delta College, Bay City MI

- Medical Terminology Course
- CPR Certification Course

Certifications

- Sales development/sales referral 101
- Sales development/sales referral 201
- CSR Fundamentals

Skills

- Ability to work in a fast paced, structured and changing environment
- Good Time management
- Ability to Multitask
- Proficient in using the computer and Microsoft office products
- Ability to work in a team environment
- Strong problem solving skills
- Proficient verbal and written communication skills

