

**TEYANNA ALLEN**  
55362 Boardwalk Dr, Shelby Township, MI 48316  
(248) 835-5872 • [teyanna.allen@yahoo.com](mailto:teyanna.allen@yahoo.com)

To obtain a position which will utilize my existing knowledge and work experience while offering growth potential.

**PROFESSIONAL EXPERIENCE**

**TCF BANK-Remote Work** **06/2020-Present**  
**Analysis Billing Specialist, Treasury Management (06/2020 – Present)**

- Active involvement with the conversion process for Analysis Billing from Chemical Bank to TCF and the Annual Pricing Event.
- Engaged in multiple training sessions on new procedures and system changes.
- Implement complex pricing into the analysis system.
- Process adjustments and refunds as needed with proper approval.
- Validate and monitor service overrides and pricing for Treasury Management products using reports, queries and VLookups.
- Assist with training team members and educate business partners on current pricing for various accounts.
- Collaborate with colleagues on special projects.

**CHEMICAL BANK-Remote Work** **11/2018-06/2020**  
**Business Client Billing Specialist (11/2018 – 06/2020)**

- Gathered data from various sources to load activity volumes into the analysis system for billing.
- Analyzed the information from vendor billing files prior to uploading.
- Performed maintenance to add special pricing, waivers and processed refunds for requests submitted by other departments.
- Utilized reporting to ensure core and online banking systems were coded appropriately.
- Promptly responded to internal customer requests and inquiries.

**PROCTOR FINANCIAL, INC-Troy, MI** **11/2011-11/2018**  
**Discrepancy Associate, Accounting (09/2018 – 11/2018)**

- Researched and resolved bank reconciliation discrepancies.
- Updated system and bank records with notes related to each variance found.
- Contacted carriers/agents to verify current payment status.
- Re-issued checks and processed refunds daily.
- Reviewed and analyzed escalated funding requests.
- Issued stop payments when necessary.

### **Deposit Specialist, Accounting (04/2017 – 09/2018)**

- Retrieved, balanced and endorsed loss draft insurance claim checks in preparation to be mailed per client's request.
- Deposited checks remotely prior to emailing confirmation tickets and excel reports to each client.
- Processed remote deposits for returns to various financial institutions.
- Balanced and deposited corporate accounting funds into the appropriate business accounts.
- Received wire transfers, setup ACH and EDI transactions.
- Verified proper endorsement and approved funds from exception reports to be released.
- Reported all fraudulent checks to management and denied release of funds.

### **Senior Quality Control Coordinator (05/2016 – 04/2017)**

- Shifted responsibilities towards coaching and providing guidance to other team members and departments.
- Participated in roll out meetings for new clients onboarding.
- Assisted with updating training manuals to outline internal audit procedures.

### **Quality Control Coordinator (11/2011 – 05/2016)**

- Coordinated and managed personal workflow in conjunction with management.
- Maintained all published daily reports for quality and accuracy.
- Conducted internal audits for a variety of processes to include loss claim checks.
- Verified investor servicing requirements were followed during audits to include those for Fannie Mae and Freddie Mac.
- Compiled and documented discrepancies found in the database for training and trend analysis.
- Responded to error disputes in a timely manner and escalated to management when necessary.

### **SKILLS**

- Microsoft Office Suite
- IBS/XAA Insight
- Salesforce
- AS400
- Fiserv
- MSP/LPS
- Detail-Oriented and strong analytical skills
- Strong Bookkeeping and Mathematic Skills

### **EDUCATION**

University of Phoenix  
**Bachelor of Science in Management**

Western Michigan University  
**Completed some business management courses**