

Dionne Boyd

Business, Notary Public

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Work Experience

Banking Associate

Northern Trust Company - Chicago, IL

August 1999 to September 2018

- Created program using Excel and Access programs to identify and report security exceptions and out of balances.
- Studied existing systems, recommended solutions to recurring problems. Develop and implement internal control procedures; (i.e. utilizing the Bloomberg system to confirm current values of securities)
- Acted as a primary resource on training and cross-training employees.
- Training and monitoring emergency team of 6 to 8 people when volume was extreme and deadline was crucial.
- Identifies and resolves discrepancies to avoid errors prior to client impact.
- Processes asset and cash movement for new clients transitioning into the bank and current clients being distributed out
- Cash reconciliation and balancing
- Acts as a liaison with internal staff and external partners (i.e., prior banking institutions) to obtain resolution of items with discrepancies.
- Prepare reconciliations reports in Microsoft Excel to identify exceptions, cash out of balances and correct as appropriate.
- Identify and initiate project/process improvements
- Review Mortgage Backed Assets prior to the project date
- Process preliminary Reconciliation and Market Value check
- Aggressive pursuit of open exceptions, with documented evidence of follow-up efforts.
- Researched and reconciled FED and DTC exceptions for both entitlement claims and compensation claims.
- Prepare status reports for the unit and other partner areas.
- Process securities associated with complicated legal requirements.
- Interprets information regarding different types of securities to ensure accurate processing of security transactions.
- Identify a wide variety of problems in workflow and made recommendations to improve the technical operations of the area.

Manager of Chicago Park District

Marine Department

January 1998 to February 2000

- Perform all administrative functions for Vice President of Chicago Park District's harbors and ice rinks; i.e. Schedule meetings and taking minutes.
- Responsible for the hiring and supervision of the summer mentoring/intern program

- Performed necessary computer software training to current and new personnel
- Create, review and revise newsletters, generate flyers for ice rinks
- Create Presentations for annual conference.
- Assist harbor personnel during special events
- Coordinate trade shows events
- Customer service representative

Collections Analyst

Aon Reinsurance Inc - Chicago, IL
March 1994 to October 1996

- Researched discrepancies and outstanding balances.
- Researched and answered client inquiries.
- Analyzed billings in comparison with payments made.
- Payment investigations and reconciliation.
- Collections from reinsurer worldwide.
- Compiled and generated monthly synopses of client companies account status.
- Liaison between client companies and reinsurers.

Independent Contractor

Illinois Dept. of Public Aid - Chicago, IL
March 1991 to July 1991

- Prepared financial reports for review by State of Illinois adjusters.
- Gathered information from Clerks' and State's Attorney's office.
- Researched of Cook County Child Support files for pertinent information needed in upcoming court cases.
- Administrative duties.
- Set-up filing system.

Associate

Federal Reserve Bank of Chicago - Chicago, IL
March 1987 to January 1991

- Researched, analyzed and reported departmental budget statuses.
- Created and developed an automated payment process for invoices thereby speeding up the payment process and avoiding late payments and inquires.
- Generated payment reports.
- Month-end and year-end accrual reports.
- Conducted meeting with vendors for the reconciliation of invoices.
- Liaison between department managers and vendor clients. I was responsible for identifying and reconciling discrepancies between various departments within the FRB and the outside vendors.
- Processed accounts payable invoices.

Education

Associate Degree

Harold Washington College

Bachelor

DePaul University

Skills

- EXCEL (10+ years)
- LOTUS NOTES
- OUTLOOK
- POWERPOINT
- MICROSOFT WORD
- Vlookup (10+ years)
- Filing
- Quickbooks
- Administrative Assistant
- Bloomberg
- Microsoft Access
- Microsoft SharePoint
- Financial Analysis
- Microsoft Excel
- Administrative experience
- Account reconciliation

Certifications and Licenses

Notary Public Signing Agent

September 2016 to October 2020

Additional Information

Skills:

Typing: -- Microsoft Word, Lotus Notes

Data Entry: Excel, Access

Other: PowerPoint, Sharepoint, Outlook,