

MICHELLE ITWARU



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Summary

Fervent leader with twenty-three years experience in real estate acquisition/ liquidation, technical consulting, training, compliance auditing, mortgage origination/servicing, loss mitigation, bankruptcy, foreclosure and risk management. Developed a keen understanding of internal control concepts and experience in applying them to plan, perform, manage, and report on the evaluation of various business processes/functions. Known for aligning departmental goals with the vision and mission of the organization.

Experience



DIRECTOR OF REAL ESTATE ACQUISITIONS

ROYAL TUSCANO REALTY

Oct 2015 - Mar 2020 (4 years 6 months)

Critical contributor in acquiring investor leads by networking within the industry through meetings, events, and involvement in real estate trade organizations. Drove new business development and acquisition opportunities by cultivating and building trust with C-level executives and key decision-makers.

Helmed property due diligence analysis to include title review, on-site inspection, comps, and repair bids for potential properties for prospective investors. Provided reporting on new acquisition deals through data analysis across markets and portfolio.

Center stage impact for identifying potential growth prospects. Effectively managed the acquisition process, project delivery strategy and long-term road maps.

Implemented an exclusive mentorship training program for new investors to learn how to identify properties that will meet their financial objectives. Provided logistical support, course development, delivery, evaluation, process monitoring and measurements, and cost management for training.



RISK MANAGEMENT OVERSIGHT MANAGER

Amegy Bank

Nov 2014 - Sep 2015 (11 months)

Spearheaded day to day communications with sub-servicers and internal business partners for consumer and regulatory complaints, positioning the company into a competitive differentiator.

Monitored and identified trends through key risk indicators reporting findings to all stakeholders, remediating realized operational risks. Assisted in preparation for agency, investor and state exams, and CFPB origination requirements

Facilitated in the development and implementation of a comprehensive compliance and risk management program for sub-servicer performance ranging from loan boarding to liquidation, reviewing all aspects of loans servicing.

Devised and implemented action plans to abate regulatory, operational and litigation risk to the firm while streamlining for greater efficiency.

Served as the subject matter expert for the Compliance and Risk Management department on the National Flood Insurance Program.

Responsible for the development of the Risk Management's curriculum on the fundamentals of the National Flood Insurance Program. Conducted training needs analysis to determine skills, knowledge and performance gaps in order to develop curriculum effectively by using adult learning methodologies.

Facilitated in person training to Risk Management associates and Compliance auditors. Created a positive learning climate so learners were engaged and motivated to seek clarity, perform new tasks and apply knowledge.

Evaluated effectiveness of the training program's design and participant's retention through, classroom interactions, job performance metrics and manager feedback.



TRAINING & COMPLIANCE AUDITOR

LenderLive

Dec 2012 - May 2014 (1 year 6 months)

Performed systematic audit procedures to measure the quality of the mortgage loans originated and serviced in areas such as RESPA, TILA, UDAP, HMDA, ECOA and the National Flood Insurance Program.

Monitored and identified trends through key risk indicators reporting findings to all stakeholders, remediating realized operational risks.

Analyzed credit documents, and evaluated and various other factors, bridging the gap between the client and business.

Served as the subject matter expert for the Learning and Development (L&D) department on compliance and regulatory training.

Responsible for the development of the company's curriculum on the fundamentals of the National Flood Insurance Program. Conducted training needs analysis to determine skills, knowledge and performance gaps in order to develop curriculum effectively by using adult learning methodologies.

Facilitated in person and virtual training via Web Ex to processors, underwriters and mortgage loan officers. Created a positive learning climate so learners were engaged and motivated to seek clarity, perform new tasks and apply knowledge.

Evaluated effectiveness of the training program's design and participant's retention through program evaluations, assessments, classroom interactions, job performance metrics and manager feedback.



DUE DILIGENCE UNDERWRITER

Clayton Services

Jun 2012 - Oct 2012 (5 months)

Performed due diligence compliance reviews on the servicer's (Aurora Bank) Bankruptcy and Foreclosure default portfolio mandated by the Office of the Comptroller of the Currency (OCC). Researched accounts using PACER (bankruptcy database) and Soldier Sailor Relief Act database.

Performed due diligence compliance reviews on the servicer's (Aurora Bank) foreclosure actions to determine if borrowers suffered any financial injury through errors, misrepresentation or negligent practices.

Played a center role in preparing audit reports that presented findings, cited applicable regulations, identified deficiencies, and recommended corrective actions.



SYSTEM IMPLEMENTATION BUSINESS ANALYST

Black Knight

Jul 2011 - May 2012 (11 months)

Served as liaison between the business community and the IT organization in order to provide technical solutions to meet user and business needs. Responsible for managing implementation of new product lines and vendor integrations for existing Invoice Management clients.

Entrenched a timely and smooth client implementation process through consulting on the execution of all internal and external project related activities.

Documented client's needs, technology, or regulations related to system design, enhancement, acquiring hardware or software that positively impacted multiple platforms and/or applications. Managed user access to database applications, including the creation, modification and deletion of user names and passwords.

Defined the product scope, objectives, and requirements outlined specifications and data models for product development and testing, evolving the technical capabilities of the business.

Facilitated virtual training of web based application (Invoice Management) via Web Ex to end users, encouraged engagement and participation, while meeting the class objectives and time limits.



LOSS MITIGATION ASSISTANT TEAM MANAGER (ATM)

Bank of America

Aug 2010 - Jun 2011 (11 months)

Managed the short sale liquidation or deed in lieu of delinquent properties to minimize losses for investors such as (FNMA) Fannie Mae, (FHLMC) Freddie Mac and (PMI) Private Mortgage Insurance.

Analyzed statistical data and reports to establish trends in performance, resulting in maximum effective and efficient use of resources.

Monitored and reviewed loss mitigation mortgage loan files including credit, title, appraisals, credit documents, property valuation, loan-to-value ratios, debt carried and analysis of hardship.

Collaborated with mortgagors, attorneys, and investors to obtain financial information and determine workout packages available, in accordance with financial situation and investor guidelines.



REO ASSET MANAGER II

JPMorgan Chase & Co.

Nov 2007 - Mar 2010 (2 years 5 months)

Managed strategies for the timely liquidation of real estate owned (REO) assets through marketing, sales and contract negotiation.

Provided final approval for cash for keys, marketing plans, repairs, maintenance, listing price, value reconciliation, price reductions, HOA lien settlements, concessions, and contract negotiation.

Collaborated with legal counsel, Investor, Insurance Agents, title agents and local government agencies and external authorities to ensure activities are in compliance with applicable policies, procedures and/or state laws. Executed closing documents on behalf of the bank.

Assisted with title resolution issues. Responsible for mentoring, guidance, development and training of associates and outsources. Facilitated outsourcer monthly meetings. Assisted with SOX audit preparation.



TITLE CURATIVE ANALYST

Wells Fargo

Apr 2005 - Nov 2007 (2 years 8 months)

Served as an advisory resource to the REO, bankruptcy, foreclosure and loss mitigation default departments.

Analyzed mortgages, liens, judgements, easements, plat books, maps, legal descriptions, covenants and restrictions, in order to ensure legal standing.

Submitted claims to title companies for letter of indemnity. Enlisted legal counsel to address complex subordination, vesting issues, child support liens, judgement liens, IRS liens, mechanic and vendor liens, unsatisfied mortgages.

Resolved title claims, investigated impairment matters and coordinated resolution of title issues with local legal counsel. Served as an advisory resource to the REO, Foreclosure and Bankruptcy business units with title issues. Negotiated settlements to satisfy title issues.

Education



Southern New Hampshire University

Psychology, with a Certificate in Data Literacy

2021 - 2023

Licenses & Certifications



Six Sigma Lean Professional Certification (SSLP) - Management & Strategy
Institute



Project Management Qualified Certification (PMQ) - Management & Strategy Institute



Strategic Organizational Leadership Certification (SOLC) - Management & Strategy Institute



Mortgage Lending Achievement Certificate - Ellie Mae



Regulatory Compliance for Mortgage Lenders Certificate - Ellie Mae



Certified DISC Facilitator (CCDF) - Accredible



6-20 Insurance Adjuster License - Florida Department of Financial Services



4-40 Insurance Customer Service License - Florida Department of Financial Services



Florida Real Estate Salesperson License - Florida Department of Business and Professional Regulation



Change Management Specialist (CMS) - Management & Strategy Institute



TRID – RESPA-TILA Integrated Disclosures Training - CAPSTONE INSTITUTE OF MORTGAGE FINANCE



20-hr FL SAFE Comprehensive: MLO Principles & Practices - Gold Coast Schools



CPSR - Certified Professional Service Representative - Central Insurance School



63-hour Sales Associate Pre-license Course - Gold Coast Schools



PCA - Professional Claims Adjuster - Central Insurance School

Skills

Mortgage Servicing • Mortgage Lending • Mortgage Compliance • Due Diligence • Vendor Management • Internal Audit • Real Estate Owned (REO) • Risk Management • Real Estate Transactions • Corporate Training