

Sullybeth Maximo Leng

Charlotte, NC • SullybethMaximo@yahoo.com • (646) 647-5894 • www.linkedin.com/in/sullybeth-maximo-leng-b36591182

EDUCATION

Charlotte School of Law , Charlotte, NC JD Candidate	Jun'16 - Feb'17 GPA: 3.0
Texas Southern University , Houston, TX BA in Political Science	Aug'08 - Dec'13 GPA: 3.0

PROFESSIONAL EXPERIENCE

Rocket Mortgage - Charlotte, NC Oct'19 - Aug'23

Scrum Master/Operations Team Leader

- Started as a Team Member and progressed to Operations Team Leader and Scrum Master.
- Applied Scrum principles in overseeing operations and leading and coaching cross-functional teams, ensuring alignment with the Agile framework and fostering a culture of adaptation and Agile environment in a fast-paced environment.
- Collaborated closely with clients, business partners, technology (IT), and business areas, analyzing performance data for new initiatives using reporting tools and identifying technical solutions to enhance project outcomes.
- Guided the team in synthesizing data analytics and research methods to address strategic business issues, fostering a proactive approach to Increasing productivity.
- Achieved a significant improvement in pre-underwriting efficiency by reducing the Folder incomplete percentage from an initial average of 15% to an impressive 7% in 2022, surpassing the 10% goal. This achievement directly contributed to the team's efforts, resulting in a substantial annual revenue of \$5.8 billion.
- Spearheaded a remarkable turnaround within the Self-Employment Team by leading initiatives that resulted in a drastic reduction of error rate from an initial average of 21% to an outstanding 3%, surpassing the 6% quality goal in 2021. This achievement significantly improved company efficiency, reducing turn times from 7 business days to just 1, and achieving a substantial annual revenue of \$12.9 billion.
- Optimized team efficiency in 2020 by designing a comprehensive template for communicating Folder requirements, leading to a streamlined Folder reviewing process. This initiative significantly reduced the overall loan application processing time, directly contributing to the company's impressive annual revenue of \$15.7 billion.
- Implemented Agile practices, streamlining workflows, improving project visibility, and enhancing collaboration among team members, emphasizing process improvements and project management techniques.
- Led cross-functional teams through all Scrum ceremonies, including sprint planning and refinement, daily standups, sprint reviews, and retrospectives, ensuring effective discussions, decision-making, strategic direction and conflict resolution.
- Mentored team members to motivate the team, providing expert guidance on Scrum and Agile methodologies, empowering individuals to achieve project goals and advance in their careers through productivity and motivation.
- Acted as a thought partner to the team, supporting them in identifying solutions to obstacles, fostering a collaborative and innovative environment, and promoting accountability and prioritization.
- Utilized influencing skills to achieve alignment up, down, and across the organization, emphasizing express communication of highly technical concepts to non-technical stakeholders.
- Enhanced resource utilization through capacity planning and sizing estimations, ensuring suitable commitments through product-focused story commitment and task definitions.

HireRight - Charlotte, NC

Apr'17 - Jun'19

Medical Review Office Assistant

- Progressed from Collection Site Specialist to Medical Review Office Assistant.
- Applied Agile methodologies to streamline obtaining and preparing paperwork for MRO review of non-negative DOT drug screen results, ensuring accuracy and adherence to reporting requirements.
- Utilized NDI document management system, optimizing tasks for efficiency and showcasing adaptability and attention to detail.
- Implemented effective procedures to solve routine problems, continuously seeking improvement, and ensuring accuracy and compliance with industry standards under direct supervision.
- Acquired and optimized basic skills in routine operations, consistently seeking opportunities for improvement while accomplishing assigned tasks with attention to detail.

Roy's Agency Inc. - Bronx, New York

Jan'14 - May'16

Tax Professional

- Progressed from Receptionist to Tax Professional with a focus on tax code changes and accounting procedures.
- Collected taxes from individuals and businesses, ensuring compliance with prescribed laws and regulations.

- Proactively addressed discrepancies, requested supporting documentation, and answered taxpayer questions.
- Managed payment deadlines, ensuring compliance while monitoring payments for accuracy and completeness.

Children's Museum of Houston - Houston, TX

Feb'12 - Dec'13

Assistant Lead Manager

- Advanced from Team Member to Assistant Lead Manager, demonstrating leadership by assisting in team member training.
- Accurately executed data entry for memberships and projects, following established standards and privacy protocols.
- Managed cash handling procedures, including balancing cash drawers, changing bags, and handling daily deposits.
- Provided exceptional face-to-face customer service to museum guests, remaining approachable and assisting visitors, staff, and volunteers.
- Utilized ticketing software to sell various products, meeting monthly membership sales goals through proactive suggestions and explanation of program benefits.

PreCash - Houston, TX

Apr'11 - Jun'11

Data Entry Clerk (Seasonal)

- Reviewed and accurately entered data from source documents, including canceled checks, sales reports, and bills.
- Compiled, sorted, and meticulously verified data for accuracy, promptly rectifying any errors identified.
- Organized and stored completed documents systematically for easy retrieval, maintaining detailed activity logs for record-keeping.
- Efficiently selected materials for work assignments and loaded machines with required input or output media.
- Identified and corrected data entry errors, reporting complex issues to supervisors and expertly resolving cryptographic challenges.

Roberts Law Firm - Houston, TX

Oct'10 - Apr'11

Paralegal (Internship)

- Prepared affidavits, legal documents, and correspondence, organizing and maintaining them in paper or electronic filing systems.
- Assisted in trial preparation by organizing exhibits and relevant materials, conducting client and professional meetings to discuss case details.
- Drafted a variety of legal documents, including briefs, pleadings, appeals, wills, contracts, and real estate closing statements.
- Managed legal documentation, filing pleadings with the court clerk, and conducted thorough legal research on statutes, decisions, articles, codes, and documents.
- Directed law office activities, including calling witnesses, preparing testimonies, investigating facts, and coordinating activities like delivering subpoenas, while maintaining an up-to-date law library.

Smoothie King - Houston, TX

Apr'08 - Nov'10

Shift Leader

- Advanced from Team Member to Shift Leader at Smoothie King, overseeing team members during shifts.
- Provided a friendly guest experience by welcoming and engaging with customers.
- Managed cash, inventory, and opening/closing store assignments, ensuring smooth daily operations.
- Executed opening and closing duties, including store checklist tasks, with attention to detail.
- Demonstrated dedication to Smoothie King's culture, values, and mission, embodying and promoting these principles.

PROJECTS

Implementation of DocuSign in Employment Verification Process

Jan'23 - Jun'23

- Prolonged turn times, up to 14 business days, during the employment verification process was an impediment that cost the company money since it had to purchase rate lock extensions for clients.
- The product goal was to expedite the verification process by having employers complete the forms electronically using DocuSign rather than manually.
- The ending result shortened the verification process by decreasing turn times where it was completed no more than 7 business days, saving the company money on rate lock extensions for clients.

SKILLS

Functional : Agile, SDLC, Scrum, Communication, Servant Leadership, Iteration, Collaboration, Facilitator, Cross-functional, Risk Management, Time Management, Coaching, Mentoring

Technical : Data Analysis, Kanban, Business Analysis, JIRA, Microsoft Office, Project Management, Strategic Planning, Avaya VoIP, XBert, Salesforce, Workday, ServiceNow, Excel, Cherwell Service Management, SharePoint, Real Estate Solutions

ACHIEVEMENTS

- CAVS Coin Nominee
- Promoted to Team Leader based on outstanding performance and identified as the obvious choice by senior leadership among peers