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| Christine Shea |

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# Education

**Southern New Hampshire University,** Manchester, NH

***Masters of Business Administration in Marketing***, November 2022

**Worcester State University,** Worcester, MA

***Bachelor of Science in Business Administration***, Graduated August 2016

*Concentration*: International Business

*Honors/Awards*: Dean’s List, Spring 2015

# Experience

**Sep 2023 – Present Worcestershire County Council**

**FOS Officer**

*Key Responsibilities*

* Work closely with finance teams and social workers/team to complete yearly financial check-ups, as well as final audits for adults direct payments.
* Support with any queries that are associated with direct payment accounts through LAS, email and phone calls from either social workers or service users
* Process monthly payments runs for Adults, Carers, and Managed accounts
* Run reports and track PDLT KPIs
* Complete actions identified from financial check-ups, final audits and payment runs such as reclaims, reimbursements, CC calculations, and raise invoices
* Contributed significantly to the project to switch prepayment card services from PFS to All Pay

**Oct 2022 – Aug 2023 University of Worcester**

**PA to Heads of Schools**

**Aug 2021 – Aug 2022 Citizens Securities**

**Investment Assistant**

*Key Responsibilities*

* Work closely with assigned financial consultant to maximize revenue production by serving as primary liaison between Operations and the PhoneBank
* Promptly respond to all client service requests
* Schedule appointments, phone calls, zoom meetings
* Prepare for audits while adhering to all FINRA, CCOIS, CFG and state securities regulations daily
* Responsible for selected marketing activities including serve as client liaison for FC client companies, assist in coordinating in client seminars
* Follow-up on referrals received from business partners and to provide sales activity reporting

**Jan 2020 – Aug 2021 Citizens Bank**

**Relationship Banker**

*Key Responsibilities*

* Work closely with new and existing customers to understand their financial needs and deepen relationships.
* Provide recommendations and assist customers with a wide-array of financial solutions to satisfy their spending, saving and borrowing needs.
* Leverage problem-solving and strong communications skills to resolve customer issues.
* Collaborate with branch colleagues and partners to support and refer customers with more complex financial needs.
* Open new accounts and perform teller transactions to meet the needs of the customers.
* Ensure compliance with all financial policies, procedures and regulatory requirements.

**Aug 2019 – Jan 2020 Ulta Beauty**

**Beauty Advisor**

**Dec 2018 – Aug 2019 State Street Corporation, Boston/Kansas City**

**Functional Specialist Associate 2**

Research USD unapplied wires and correct Wall Street Office processing to net receivables and wires. Have all wires cleared or commented in compliance daily in time for the file distribution from QA (Quality Assurance). Work with administrators of EUR and GBP funds to analyse and ensure corrective action is taken on wires that have past the deadline. Clear any items by reprocessing on Wall Street Office to fix erroneous past dues; For valid past dues reach out to agents to determine next steps and involve client team to work with the IM and client. Oversee all transactions for Kansas City and Boston funds to identify if there has been any duplicate activity processed and collaborate with the administrators to rectify the situation. Run reports for all Kansas City and Boston funds to identify aged items, identify tax withholdings and fees, reach out to teams and agents to resolve any items past three days.

**Sept 2017 – Dec 2018 State Street Corporation, Boston** **Functional Specialist Associate 2**

Calculate and process fund and account activities, e.g. supporting NAV (Net Asset Value), cash movements, distributions, process transactions etc. and prepare proofs as needed for portfolio holdings and accrual information. Work in conjunction with individuals on the team and shared services/COEs (Centers of Excellence), India and Client Operations to ensure seamless processing according to the fund’s policies. Provide information needed to prepare financial statements and reports for client, shareholder, director and management reports, in an accurate and timely manner. Reconcile fund share transactions and resolve discrepancies. During normal day to day operation, be responsible for identifying any unusual or potentially suspicious transaction activity and must report and/or escalate in accordance with corporate policy and guidelines detailed in relevant operating procedures.

*Key Achievements/Projects*

* Selected from the Loan Servicing department to transfer to Dublin, Ireland – see details below.

**Mar 2018 – Sept 2018 State Street Corporation, Dublin (6-month secondment)****Functional Specialist Associate 2**

Relocated to Dublin, Ireland for a six-month secondment to set up, train and advise a team working with a specialized French Client. Within this role we worked on cash reconciliations, agent notices and strengthening and improving oversight areas, especially control oversight function migration to US pre-release. Perform daily controls to ensure ACK/NAK are at 100 per cent, contributed into creating and improving a compiler of cash reconciliations for all of the funds.

**Nov 2016 – Sept 2017 State Street Corporation, Boston****Functional Specialist Associate 1**

Interact internally with global Centres of Excellence, Clients Operations teams, business unit Shared Service teams and Joint Venture operations teams to complete the processing for assigned clients and portfolios. Review and validate all daily activity and calculate and process fund and account activities. Perform research and resolution process for exceptions, reconciliations, incorrect transactions and inquiries.

**June 2015 – Mar 2018 Wegmans Grocery Store, Chestnut Hill**

**Accounting Assistant (Part Time)**

# Skills & Abilities

Computer: Microsoft Word, Excel, PowerPoint, Adobe Photoshop, Internet Explorer, Google Chrome, Google Mail, Google Calendar, Google Slides, Google Docs, Google Sheets, Gateway Ticketing, Notary Public, Outlook, Salesforce, Wealthscape, Easi, FedEx, LAS, PFS, All Pay,

Social Media: Facebook, Twitter, Instagram, Snapchat

Certificates: Level 5 Teaching English as a Foreign Language Course, May 2024