

# JAIME VARGAS

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## **PROFESSIONAL SUMMARY**

Operations & Service Delivery Lead with 15+ years of experience managing high-volume pipelines and complex project fulfillment. Expert at synchronizing back-office production teams to meet strict contractual milestones and delivery dates. Technically grounded in systems infrastructure and performance monitoring, with a proven track record of managing multi-stakeholder portfolios, vendor coordination, and regulatory compliance.

## **PROFESSIONAL EXPERIENCE**

### **Bank of America, Costa Mesa, CA** — Community Lending Officer

*APRIL 2018 - PRESENT*

- **Fulfillment Integration:** Orchestrate the synergy between back-office production and client requirements to ensure 100% on-time delivery of contractual milestones and project "close dates."
- **SLA & Compliance Oversight:** Manage complex operational workflows, ensuring all departmental outputs align with strict timeframes and internal service level standards (SLAs).
- **Process Optimization:** Identify and resolve systemic bottlenecks by coordinating cross-functional teams, improving production efficiency and documentation integrity.
- **Stakeholder Advocacy:** Serve as a primary operational resource for diverse groups, translating complex process requirements into clear, actionable guidance.

### **Wells Fargo, Cypress, CA** — Home Loan Consultant

*JULY 2013 - APRIL 2018*

- **Systems & Portal Management:** Acted as a primary resource for users, managing navigation and troubleshooting for proprietary enterprise portals and uploading file systems.
- **Production Accountability:** Consistently met rigorous daily production timelines while maintaining 100% data consistency and high-accuracy reporting for internal audits.
- **Relationship Management:** Managed expectations and fostered positive relations with community partners through high-level presentations and personalized consultation.

### **Bank of America, Orange, CA** — Portfolio Management Specialist

*MARCH 2010 - JULY 2013*

- **Performance Excellence:** Ranked in the top 10% of a 60-member team by prioritizing accuracy, efficiency, and strict adherence to internal quality and production programs.
- **Portfolio Oversight:** Managed a diverse portfolio of complex accounts, surpassing operational targets while maintaining total compliance with management agreements.

## **NOTABLE LEADERSHIP & OVERSIGHT**

### **City of Stanton, CA** — Parks and Recreation Commissioner

- **Public Interface & Budgeting:** Liaison for community facility feedback; provided oversight for city program budgets and fiscal resource allocation.
- **Safety & Compliance:** Advised on municipal facility health and safety standards, focusing on ADA compliance and community accessibility.

### **Board Member** — PYL Girls Softball & Foothill HS Booster Club

- **Operations & Logistics:** Coordinated site readiness, vendor services, and infrastructure for regional athletic facilities and high-occupancy events.

- Capital Planning: Managed organizational budgets and fundraising to support facility improvements, equipment procurement, and campus enhancements.

## **TECHNICAL FOUNDATION & EDUCATION**

**Westwood School of Technology, Anaheim, CA** *Focus: Network Engineering, Systems Infrastructure, and Optimization.*

- Infrastructure & Systems: Technical foundation in Network Design (TCP/IP, LAN/WAN) and hardware/software troubleshooting.
- Cloud & Virtualization: Practical exposure to Oracle Virtual Servers (OCI), cloud computing, and real-time system monitoring to support infrastructure uptime.