

KT Appraisal Services, LLC
106 Emily Lane
Alpharetta, GA 30004
678-254-4050

ELISE S. TATUM

SUMMARY OF QUALIFICATIONS

Paralegal certification with concentration in real estate, contract and insurance law.

Five plus years experience in appraising and marketing residential real estate properties.

17+ years management experience supervising teams in product development and marketing, systems, administration, legal/litigation, investigations, real estate, telecommunication operations, and vendor management.

8+ years diverse customer service experience in insurance litigation, real estate, and telecommunications.

4+ years marketing and product development experience in commercial credit with emphasis on new product development, loyalty and retention programs, and collateral creation, production and management.

Outstanding computer skills – hardware and software administration, Microsoft Office including Word, Excel, PowerPoint, Access, Project and Visio, WinTotal 2000.

Multifunctional experience in all areas of business: product development, marketing, systems, administration, budgeting, and vendor management.

WORK EXPERIENCE

KT Appraisal Services, LLC, Atlanta, GA

2003 - present

Member/Financial Manager

Responsible for estimating the value of real property interest. Also manage day to day operations, vendor relations, workflow, and financial management.

General Electric, Atlanta, GA

1991 - 2003

GE Capital (1996 – 2003)

Vice President – EMS Product Development (1999 – Present)

Managed all areas of development and marketing of products and services for the Visa Small Business Credit Card.

- Developed and managed new products and services including loyalty programs (Productivity Miles), new product launches (Productivity Commercial Card, Productivity Line of Credit) and enhancement programs (Calling Card, Visa Partnership Advantage, Productivity Travel Center, Rebate programs, partnership offerings) and online services (Purchase Tracker).
- Negotiated and managed vendor contracts/relationships monitoring for compliance with service level agreements and customer service.
- Coordinated compliance with *Visa, International* rules and regulations with legal and operations department.
- Developed, coordinated and managed collateral inventory to ensure legal compliance as well as a consistent marketing message.

Vice President – Calling Card Operations (1996 – 1999)

Lead operational responsibility for calling card group including credit, collections, customer service, order fulfillment, inventory management, and vendor relationship management and monitoring.

- Successfully maintained systems to support all new product launches and ongoing product design and implementation.
- Lead the operations design and implementation of the team's order entry and financial usage and tracking system while integrating 2 additional calling card platforms.
- Developed and implemented formal RFP for production providers to ensure quality pricing and service.
- Met operating budget goal for department achieving a positive variance of 61% under plan.
- Reduced customer servicing costs over 27% under plan.
- Maintained acceptable levels of delinquency and write-off of bad debt.

GE Capital Fleet Services (1991 – 1996)

Managed all aspects of the business support systems to include new product development, legal compliance and client site audits, hardware and software administration, client services administration, investigations and facilities management.

Manager – Investigations and Business Support Systems (1995-1996)

- Active team member coordinating upgraded product line.
- Integral member in client presentations coordinating product capabilities and operational support.
- Demonstrated management of all software enhancements including total revision of system to Windows environment.
- Restructured document scanning procedures resulting in a 55% cost reduction.
- Managed legal compliance and state-related licenses, contracts and certifications.

Manager – Business Support Systems (1994 – 1995)

- Developed new product line set – active participant in the design, development, marketing communications, and software development support.
- Integrated and managed hardware and software upgrades.

Manager – Litigation (1993-1994)

- Managed all aspects of client site audits including product support, client support and onsite coordination.
- Successfully managed paralegals building a great Attorney Network and a more organized origination practice. Supervised 50-state legal review of subrogation/collection law.
- Represented President in client sales presentations.

Quality Assurance Auditor (1992-1993)

- Assisted sales team by analyzing client behaviors and offering product recommendations.
- Reviewed work product to ascertain missed opportunities for collection and remittance to client base.

Auditor/Litigation Assistant (1991-1992)

- Conducted client site audits throughout the United States with emphasis on service to the clients, and a smooth and easy working relationship while onsite.
- Coordinated legal review to ensure proper collection/subrogation procedures.

Additional relevant Experience

Coldwell Banker

1987-1991

C&S Family Credit Services

1985-1987

Education and Training

Auburn University - Bachelor of Science in Finance, 1984

National Center for Paralegal Training - Honors Certification, 1991
The Real Estate Information Management School - Appraiser License Course, 2003