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Daniel Whitehead

3rd

Senior Vice President at Bank of America
Santa Clarita, California | Banking

Current Bank of America
Previous Countrywide Home Loans, Brown & Company, Olde Discount Stockbrokers
Education California State University-Chico

Send Daniel InMail

37 connections

https://www.linkedin.com/in/daniel-whitehead-39507aa4

Background



Summary

Experienced banking professional with 15 years of experience and with a proven track record of expeditious problem solving. I have a strong ability to develop and implement feasible timelines and budgets, along with an ability to effectively lead cross-functional teams toward expanded products and services. Strong project management and customer service skills to achieve high demanding standards.



Experience

Senior Vice President, Home Loans Servicing, Legacy Asset Servicing

Bank of America
April 2009 – Present (7 years 1 month) | Simi Valley, CA



Senior Vice President/ Enterprise Customer Care Resolution - Client Coverage Model (2015 to Present)
Responsible for analyzing complex high-risk cases and making recommendations to executives. Reviewed department processes and suggest process improvement strategies. Continued to drive customer focus and deepen relationships with the bank across all lines of business.

Key Accomplishments:

- Managed the bank's relationship with the CA Attorney General Office in relation to the adherence to the National Mortgage Settlement. Reduced the average response time to less than 30 days and strengthened the bank's working relationship with the AG's office.
- Liaison for the bank and all California elected officials.

Assistant Vice President, Corporate Office of the President

Countrywide Home Loans
May 2001 – April 2009 (8 years) | Calabasas, CA



Loan Administration – Various Positions
Team Leader in Customer Service, Root Cause Analyst, Resolution Specialist for the Office of the President, AVP for the Corporate Office of the President. Managed the relationship for the company's primary regulator, The Office of Thrift Supervision.

Key Accomplishments:

- Responsible for oversight of the intake, handling and resolution for customer escalation received by the Chairman and CEO, Angelo Mozilo

Officer, Trader

Brown & Company
September 1999 – May 2001 (1 year 9 months) | Los Angeles, CA

Held NASD Security Licenses: Series 7, 52 and 63.

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David Knight
Officer, Senior Business Control Specialist. at Bank of America



Cheryl R.
Global Tech & Operations - Consumer Operations Employee Engagement Center of Excellence



Lynda Belmonte
Project Design Consultant at Bank of America



Hernan Caceres
VP; Unit Manager Home Retention Department



Kamel Sinnokrot
Sr. Financial Planning Analyst/TM1 Developer KeHE Distributors



Linda (Lynn) Turner
15 years home loan servicing experience



Jennifer Blair
Operations Project Consultant at Bank of America

Adriana Lopez
Banking Professional

How You're Connected

You

x

Registered Representative

Olde Discount Stockbrokers

August 1998 – September 1999 (1 year 2 months) | Cupertino, CA

Held NASD Security Licenses: Series 7, 52 and 63.



Skills

3	Banking	
2	Loan Servicing	
1	Loss Mitigation	
1	Complaint Management	



Education

California State University-Chico

Psychology and Social Science

1996 – 1998

Activities and Societies: [Member of Psy Chi Honor Society](#)

Additional Info

• Interests

[Real estate investing and management.](#) [Motorcycles, car customization and restoration and guitars.](#)

someone who knows Daniel
[Get introduced](#)



Daniel Whitehead