

## City Council Application 2020

Reference #	12840278
Status	Complete
First Name	Ellen
Last Name	Roth
Phone Number	[REDACTED]
Email Address	[REDACTED]
Street Address	[REDACTED] S. Taylor Rd.
Place of Employment	Progressive Insurance
Position	Resolution Lead
Length of residence in Cleveland Heights	approximately 20 yrs.
Are you a registered Cleveland Heights voter?	Yes
<b>What special qualities, abilities, skills, insights or perspectives do you possess which would be of value in serving on Cleveland Heights City Council?</b>	Each of my professional experiences is built on my superior ability to analyze risks of many varieties, delivering results and reporting observations to all levels of organizations. I gather information about business processes, test procedures in place, and report compliance and discrepancies in a concise manner. These audit and analytical skills will serve the City of Cleveland Hts. well by bringing objective information into the topics of city management.
<b>What educational training (formal or informal), employment and other life experiences have helped you develop the qualities, abilities, etc., described above?</b>	I completed law school in Cleveland, part-time classes, while supporting my family years ago. I studied legal materials and passed the bar exam, all while working full time. This personal stamina and ability to function effectively with excellent results is a characteristic that exists even today. My graduate degree, my career location, and my financial contributions to the Cleveland community is a life long endeavor.

Please list your recent community, professional or charitable involvements. List the most recent first.

I am currently a Volunteer Attorney (in house) for the Legal Aid Society, Cleveland Office. I volunteer approximately twenty hours per week in furtherance of the mission to secure justice and resolve fundamental problems for those who are low income. I provide legal services to as I work for systemic solutions, In the past, I have volunteered for the League of Women Voters, Educational focus to bring informational forums to Cleveland communities.

What are your goals for our community and are there areas in which you believe the City needs improvement? How would your service on City Council help achieve those goals and improve the City?

My goals for Cleveland Hts. include fostering community through my availability to listen effectively. This availability will bring ideas and concerns to Council allowing the public to know they are being heard. My service will be unwavering commitment to the overall community goals of Cleveland Hts., unselfishly and with calm perseverance.

Do you have other responsibilities which would prevent you from participating in City Council and Council Committee work during certain hours or on certain days?

No, I do not.

State any additional information you would like to have considered.

These turbulent times of COVID-19 require unwavering leadership, showing true commitment through service to community above self. My belief in this fundamental principle galvanized my desire to submit this application. I will show up and will exhibit true commitment as the economic and physiological times over the next 24 months become more unstable. When appointed, I am absolutely committed to leading Cleveland Hts. as an integral part of a fearless, cohesive team, helping our vibrant community maintain and flourish.

Would you like to upload a Resume?

Yes

Resume or CV Upload (5 MB Limit)

[Roth\\_March\\_2020.pdf \(146k\)](#)

Item # 23

I agree to electronically sign this form.

Signature

ellen roth

Last Update

2020-03-21 16:03:34

<b>Start Time</b>	2020-03-21 11:31:42
<b>Finish Time</b>	2020-03-21 16:03:34
<b>IP</b>	██████████
<b>Browser</b>	IE
<b>OS</b>	Windows
<b>Referrer</b>	<a href="https://www.clevelandheights.com/1085/City-Council-Application">https://www.clevelandheights.com/1085/City-Council-Application</a>

# ELLEN M. ROTH

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## PROFESSIONAL SUMMARY

Accomplished regulatory compliance professional with extensive experience in the financial services industry; including commercial real estate regulations, loan structuring, closing, and servicing focusing on actual and perceived risks, results and profitability. Possess excellent oral and written communication skills with a demonstrated proficiency in analyzing data and presenting results.

## LICENSES & CERTIFICATIONS

Licensed by the Supreme Court of Ohio to practice law  
Certified Anti-Money Laundering Specialist (CAMS)  
Real Estate Master Servicer

## PROFESSIONAL EXPERIENCE

### Progressive Insurance

#### Resolution Lead, CRM

February 2018-present

(since 2000, various positions)

Providing experiences to customers designed to grow and retain their business while providing team members with education and education to optimize staff and increases overall satisfaction. Proven ability to work independently using critical thinking skills, presenting information in written format and verbally communicating results.

- Shares expertise in customer service approach with consultants and customers for understanding and to positively influence future insurance choices.
- Strong decision-making skills after gathering pertinent facts from different business partners. Comfortable in a fast-paced environment.
- Advocating Progressive products with appropriate target markets by understanding need and benefit.
- Handles objections and concerns during escalated call situations, using core values and maintaining the integrity of Progressive's processes. Ability to present information logically and understandably.
- Delivers impactful contributions to the team and is a valued contributor. Ability to influence team members through strong critical thinking skills and tailored presentation.
- Constantly improving business skills and competencies by requesting and incorporating feedback on a consistent basis.
- Ability to gather necessary information, using time management skills and follow-up as

### KeyBank

#### Operational Risk Analyst (speciality Compliance), Real Estate Capital

June 2012 - August 2019

Identifying and proactively resolving material risks in regulatory compliance and operational approaches, gauging materiality of issues and elevating appropriately.

- Selected and assigned to perform the Risk Evaluation and Assurance (REA) program audits for the Home Mortgage Disclosure Act (HMDA). Subject matter expert for Real estate Capital in the area of regulatory compliance. Contact person for audits, reviews, projects, questions regarding this speciality. Review and respond to Internal Risk reviews, formal and informal for the line of business. Involved in five regulatory compliance Audits specific to HMDA in less than three years for Real Estate Capital, each resulting in no findings of a substantive nature.

## ELLEN M. ROTH

- Subject Matter Expert for all topics Compliance for the Real Estate Capital line of business: Home Mortgage Disclosure Act (HMDA), Know Your Customer (KYC), Anti- Money Laundering (AML) including the Bank Secrecy Act (BSA) and the PATRIOT Act
- Participated in projects and teams for future regulatory compliance mandates, including the addition of beneficial owner information for business entity account holders and HDMA modifications.
- Developed and maintained the REC Business Resiliency Plan, including Business Impact Analysis and Process Dependencies.
- Obtained positive results in LOB initiatives, improving client experience and revenue growth.
- Established continued long term internal and external client relationships, making it easy to do business for the customers.
- Provided win-win outcomes and solutions, balancing KeyBank's policies and procedures with the client needs and services offered.
- Strategic member, continuously improving the business, delivering ideas and solutions to satisfy regulatory requirements and growth business goals.

### **KeyBank**

#### **Senior Closing Officer**

**May 2007 – June 2012**

Provided superior client services to commercial clients, proactively driving the real estate loan closing process through several communications channels.

- Identified and engaged commercial clients, external counsel and internal consultants for each deal and carrying the process forward through due diligence for property and business entities, funding and post-closing commitments.

### **KeyBank**

#### **National Fiduciary Risk Officer II, RISC Office**

**June 2006 - May 2007**

#### **Wealth Segment | McDonald Financial Group**

Supported LOB in achieving satisfactory ratings in all internal and external audits, testing compliance functions for wealth management and trust services. Providing ongoing support to Regional Trust Executives and Senior Management teams.

- Developed Training and communication strategies to ensure understanding of compliance with LOB procedures and Practices, with an emphasis on C-CAP testing and analysis, ensuring controls are adequately mitigating the risk.

### **KeyBank**

#### **Compliance Analyst, Corporate Compliance**

**May 2003 - June 2006**

Consulting with LOB, Legal, and Risk Management Groups to develop thorough knowledge of actual and potential regulatory compliance risks as they relate to processes and policies.

- Implemented and developed 2 major software solutions for Sarbanes-Oxley.
- Enhanced rapport and working relationships through educating and providing direction for compliance matters to the LOB

**ELLEN M. ROTH**



**EDUCATION**

**Cleveland Marshall College of Law, Cleveland OH**

JD

Licensed to practice Law, State of Ohio

**Miami University, Oxford OH**

Bachelor of Arts, Political Sciences