My review

Let me start by saying this year, 2020 has been a challenge in more than one way.  As a teammate, I pride myself on being a happy, friendly, trustworthy and caring person.  I try to lift all my teammates with my positive attitude daily.   I find myself checking in with others to make sure our direct teammates as well as others I have formed relationships with are doing well, as well as their families.   I also continue to reach out to the community, donating items, such as food and clothing and my time when permitted.  I do wellness checks on elderly friends and utilize my resources to assist them when needed.   Although my current position at SunTrust now Truist does not put me in direct contact with our clients, I utilize my client experience by speaking to friends, family members and others about our Purpose and how our Technology makes things easy for clients to work with us even during this pandemic.   One way is when the opportunity arises, I make myself available to assist others by inspiring them to trust in our purpose and go on line and open accounts, and to also consider some advantages of purchasing VS renting, collectively enabling and supporting the opportunities for them to live their best lives.   Having said all that, I do however, speak to closing agents and title companies for missing documents as well as Clerk of County offices for recorded documents, which allow me to communicate in a timely manner and work my best to resolve each issue as quickly as possible. I work individually as well as within a group setting to strengthen my knowledge and assist others where I can to add to their knowledge as one of our core values is in believing together that we can accomplish anything.  I want to learn all I can and never look away from opportunity. I invite all the special projects sent to me by my manager and always ask if there is something I can do to assist others or just learn something new. I always participate in meetings, I voice my opinions as well as listen to others and try to see things their way. I may not always totally understand the task put in front of me, but I will learn it quickly and efficiently to get the job done either before or by deadline always keeping communication lines open.

I had challenges this year outside of the pandemic, merging with another department and taking on new job roles.  Excel was a challenge for me, and my goal was to overcome strive all the time to overcome.  I took the excel courses and plenty of notes to refresh myself from time to time as well as to keep expanding my knowledge. I also was challenged with training in MSR  learning the new process,  as well as  spread sheets, ADM, ALB working with Custodian,  utilizing the ADM workaround when needed as well as getting acclimated with the BB & T process which took us to Citrix, LMS, X-net,  new PPM Poly Tech and IRM.  I took a direct strong approach to learning all I could on all new tools given to us so that I could do my job effectively and in a timely manner daily. I took many courses to assist with all our new processes as my main goal was to master them; I work hard each and every day to maintain that goal.   I took all compliance related courses as well on time and met all my goals assigned to me by my manager.  Having been with SunTrust, and holding many job titles, and continuously meeting goals under many managers over the years, I have attained and retained a vast amount of knowledge that I brought forward as well as that which I have learned this year.  I always maintain professionalism in all situations and I work closely with my Manager as well as all my teammates collectively for support in my daily work to reach all personal and team goals for total success always knowing we can accomplish anything as One Team.   As far as Risk Management Expectations as an individual teammate, I take the Code of Ethics very seriously and I support our risk management culture. On a daily basis, I execute all my assigned responsibilities with integrity and honesty while maintaining low risk in my work and research.

Working from home as we have in 2020 the challenges are real and we are working on a total honesty system, and I take that very seriously.  I protect all the company information and data I have at home by turning off all systems when I am not sitting here using them as well as close the screen when someone approaches me for conversation as well as having a locked cabinet next to me to keep my notes and company information secure.  I have taken all Risk and Compliance training classes to assist in knowing what is expected in the business unit.  I constantly keep myself aware of issues that arise, I identify them and communicate and or escalate them to my manager accordingly, as well as reaching out to the appropriate person for assistance.   As an employee of SunTrust now Truist,  I take serious  Truist Risk Appetite Statement which defines the amount of exposure the Company is willing to assume for risk in order to realize its Purpose and Mission, achieve strategic objectives and ensure shareholder returns while maintaining the safety and soundness of the company; Therefore, Truist Moderate Risk Appetite sets strategic direction and executes business activity across the company to maintain sufficient liquidity,  and to meet community and client needs during periods of stress while holding capital levels for growth.  As teammates, we should work together for the Purpose and understand that risk management is a continuous activity that is essential in fulfilling our Purpose, mission and upholding our values.