

# Asset Management & Operations



**Leanne Spies**  
Senior Vice President

Rosemarie Pili  
Executive Coordinator Sr



**Pamela Dent**  
Vice President  
Special Servicing & Surveillance

- Asset Resolution & REO
- Borrower Transactions
- Structured Transactions
- Securitized Transactions Collateral & Deal Performance Monitoring
- Risk Ratings
- Master Servicing Asset Management and Reporting
- Investor Support/ Securitization Surveillance
- Physical Risk Guidance (Seismic, Environmental, Physical Condition)
- Insurance
- Loan Boarding & Compliance Property Assessment Collection



**Carl McLaughlin**  
Vice President  
MF Operations

- Manage and reconcile servicer reporting and remittance
- Manage MF Cash Desk
- Perform monthly Operational Close activities
- Perform Master Servicing pre/post securitization
- Perform Fund Administration
- Authorize Loan/Bond Purchase
- Perform Loan Sales/Securitization Document Activities
- MF Data Program
- Manage Document Custody



**Michael Kenney**  
Vice President  
Operational Risk

- Centralized governance for Multifamily over operational risks, departmental procedures and business continuity management
- Manage, for Multifamily, the contract and vendor management process and reporting
- Provide management reports and analytics for Asset Management and Operations



**Erlita Shively**  
Senior Director  
Customer Compliance Management

- Monitor MF Seller/Servicer eligibility and compliance for Freddie Mac's role as Master Servicer, Special Servicer & Guarantor
- Perform audits of MF Seller/Servicers and Primary Servicers
- Assess counterparty credit risk of MF Seller/Servicers and other non-borrowers and ensure compliance
- Perform appraisal reviews
- Manage MF Seller/Servicer Guide
- Interface with rating agencies for Master Servicer, Special Servicer and Operating Advisor ratings
- Servicer Relations



**Shirley-Anne Byrd**  
Senior Director  
Business Process

- Business Operations Support
- Data Management Initiative
- Digital Transformation



**Sean Keane**  
Senior Director  
Client Management

- Project Management Office
- Strategic Planning & Initiative Delivery