

Asset Management & Operations Servicer & Client Management

Want to find out more?
Contact SCM



Christine Halberstadt
Vice President



Trang Ouk
Senior Director

Business Process and Data

Provide business operational support for all Multifamily business applications and processes, as well as business rules management for configurable systems. Support business initiatives with process design. Manage the delivery of the Multifamily Data and Reporting initiative to build out the MF Data Warehouse in conjunction with Information Technology.

Business Operations Support & Cross-Enterprise Initiatives

Business Operations & Business Rules Management

Data Program



Shirley Anne Byrd
Business Process Director



Brian Collins
Business Process Manager



Kristoffer Featheringham
Architecture Manager



Abhishek Singh
Business Process Manager



Gerry Oosterholt
Business Process Manager



Nagabindu Kanumuri
Business Process Manager



Denny Lau
Architecture Team Lead



Myra Falck
Business Process Senior



Anu Singh
Business Process Prof.



Guangya Wei
Business Process Senior



Brian Horlacher
Business Process Prof.



Syamala Pakalapati
Business Process Senior



Suzanne Linstrom
Business Process Prof.



Dawn Slaughter
Business Process Prof.



Amarjit Cheema
Business Process Prof.



Yan Zhang
Business Process Senior



Jacqueline Anthony
Business Process Prof.



Alpana Panchwagh
Business Process Prof.



Naaren Juloori
Business Process Prof.



Priyanka Shrestha
Business Process Assoc.



Anthony Hwang
Business Process Prof.



Vie Nguyen-Huynh
Business Process Assoc.



Kendall Green
Business Process Prof.



Katy Thompson
Real Estate Analyst



Naomi Stevenson
Real Estate Analyst



Jeffanie Rantung
Real Estate Analyst

Asset Management & Operations
Servicer & Client Management



Christine Halberstadt
 Vice President



Sean Keane
 Senior Director

Client Management

Manage the strategic planning, budget oversight & other Project Management Office (PMO) activities for Multifamily technology initiatives. Manage 3-year Multifamily Technology Roadmap including imitative planning & project delivery. Ensure successful project execution. Liaisons with Information Technology team on initiatives & adherence to corporate technology standards.

Production/Underwriting



Aseem Aggarwal
 Business Process Director



Moriam Abiola
 Project Management Manager



Archana Rijal
 Business Process Senior

PMO/Special Projects



Cassandra Bisbee
 Business Process Manager



Ornella Ponde-Tsafak
 Business Process Senior



Olivia Stevenson
 Business Process Assoc.

Asset Management



Ethan Quinn
 Business Process Director



Kathy Hurley
 Business Process Manager



Ali Reza Badii
 Business Process Assoc.



Bertram Nicholls
 Business Process Assoc.

Operations



Jigna Gulati
 Business Process Manager



Diya Reddy
 Business Process Senior

Capital Markets



Alain Pakabomba
 Business Process Director



Samuel Kim
 Business Process Prof.



Salvatore Tornatore
 Business Process Prof.

College Hires



Allison Everts
 Real Estate Analyst



Justin Saraniti
 Real Estate Analyst



Rebecca Hargis
 Real Estate Analyst



Sana Rauf
 Real Estate Analyst



Angel Jambora
 Real Estate Analyst



VACANT
 Business Process Senior



VACANT
 Business Process Assoc.

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Christine Halberstadt
Vice President



Ted Merkle
Senior Director



Gina Thompson
Senior Director

Insurance Compliance

Provides Insurance expertise for Multifamily division, review waiver requests, communicate best practices to the network and perform due diligence pre- and post-securitization.

Data Management

Board all loan level data & compliance monitoring for portfolio loans pre- and post-securitization, collects property level data including operating statements and inspections, maintains/facilitates PRS and supports securitization due diligence process for all servicing related questions, site inspections and coordination of representation & warranties.

Servicer Relations

Manage the Seller/Servicer Performance Review (SSPR) process, AMO communications & Marketing, New Servicer Training and AMO Conference Support.

Rep Exceptions

Loan Compliance Monitoring

Pre-Securitization Loan Financial Collection and Analysis



Paul Wooldridge
Asset Management Manager



Nash Hensley
Asset Management Manager



Abe Tafesse
Asset Management Senior



Christine Myers
Asset Management Prof.



Jade Johnson
Asset Management Manager



Jennifer Fendt
Asset Management Assoc.



Laurie Kadavy
Asset Management Manager



Nicholas Marozzi
Asset Management Prof.



Yajaira Caballero
Real Estate Analyst



Christopher Williams
Real Estate Analyst



Aminah Ahmed
Asset Management Assoc.



Kidist Shiferaw
Asset Management Assoc.



Carole Esposito
Asset Management Senior



Cathy Baker
Asset Management Senior



Susan Henry
Asset Management Senior



Jennifer Lam
Asset Management Prof.



Georgena Kelly
Asset Management Prof.



Mina Hensley
Asset Management Manager



Juntima Silaasna
Asset Management Assoc.



Lisa Schmucker
Asset Management Assoc.



Nathalie Arredondo
Asset Management Assoc.



Michael McDonald
Asset Management Assoc.



Emmie McDaniel
Asset Management Assoc.



Servicer & Client Management



Insurance Compliance

- ICT
- Coverage Confirmation
- Waivers
 - Recommendations
 - New Origination
 - Renewal
- Assumption
- Pre-Securitization
 - Due Diligence Review
- Post-Securitization
 - Monitor Compliance



Servicer Relations

- SSPRs
- Annual S/S Reviews
- Quarterly Benchmarks
- Internal System Updates
- AMO Communications
- New Servicer Training
 - Conventional
 - SBL
- AMO Conference Prep
- Servicing Standard



Data Management

- Securitization Financials
- PRS
- Loan Boarding
- Collection from Servicers
 - Financials
 - Inspections
 - Compliance Updates
 - Inspection Notifications



Client Management

- System Enhancements
- Production
- Underwriting
- Capital Markets
- Investment & Advisory
- Asset Management
- Operations
- Technology Roadmap
- Project Management
- Data Dictionary
- MF Service Desk