### Christopher Nassauer

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*Dedicated, dynamic, detailed-oriented, results-driven professional credited with combining financial and management expertise in order to streamline company policies and advance organizational mission. Proven history of effectively managing assets while skillfully maximizing human capital. Highly accomplished in human resources management, conflict management, strategic analysis, credit and collections, vendor management, and change management.*

# Professional Experience

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| **Queens Village Committee for Mental Health For J-Cap, Inc.**, (OASAS Part 819) Jamaica, NY***Human Resources and Training Director*** | March 2018 – December 2019 |

* Recruitment, selection and onboarding
* Human resource planning
* Job descriptions development
* Training and development including NY State / NYC Sexual Harassment curriculum.
* Benefit and compensation management
* Labor law compliance
* Payroll
* Workplace investigations and handling employee complaints and problems
* Performance management including termination sessions
* Documentation and records retention
* Employee engagement
* Credentialing
* Budget management

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| **Principis Capital LLC**, Jersey City, NJ 2008 - 2017***Manager - Asset and Risk Management*** |   |

* Managed B2B collections – (internal and legal)
* Underwriting
* Recruitment, selection and onboarding
* Performance management for all departments
* Compliance – labor law and FDCPA
* Training and development
* Employee relations
* Conducted workplace investigations regarding employee complaints
* Vendor management
* Budget management

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| **Eastern Collection Corporation**, Bohemia, NY***Company Manager**** Human resource management and planning
* Daily operations management of B2B collections
* Developed sales strategy and implemented action plans
* Vendor management
* Compliance – labor law and FDCPA
* Training and development
* Budget management
 |  2000 - 2008 |

**RSVP – S’IL VOUS Plait, New York, NY** 1998 - 2000

***Business Manager***

* Business development
* Billing and collections
* Operations management

**First Chicago/NBD Corp – First Card, Uniondale, NY** 1996 - 1998

***Collection Manager***

* Early stage credit card collection
* Over limit collections
* Training and develop
* Audited external collection agencies

**The Chase Manhattan Bank, Brooklyn, NY** 1988 - 1996

***Collection Manager***

* 180 day to write off bank card collections
* Audited external collection agencies
* Departmental budget management
* Created and implemented a management control and review process
* Managed student loan originations, exception processing and check disbursement

# Education & Credentials

**Bachelor of Arts in Criminal Law & Evidence** | Marquette University, Milwaukee, WI

**Business Management Certificate** | St Joseph's College, Patchogue, NY

*Former Director*, New York State Collectors Association

*Former Board Member*, Consumer Credit Counseling Association of New York

*Society of Certified Credit Executives*, Professional Designation of Associate Credit Executive (ACE)

*Member – Society for Human Resources Management (SHRM)*