

Asset Management & Operations Servicer & Client Management

Want to find out more?
Contact SCM



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

Servicer Relations

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

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



Paul Wooldridge
MF Asset Management Manager



Jade Johnson
MF Asset Management Manager



Hewan Eyob
MF Asset Management Manager



Laurie Kadavy
MF Asset Management Senior



Nash Hensley
MF Asset Management Manager



Marc DeBord
MF Asset Management Senior



Mina Hensley
MF Asset Management Senior



Tanya Groom
MF Asset Management Senior



Abe Tafesse
MF Asset Management Senior



Leah Tang
MF Asset Management Assoc.



Susan Henry
MF Asset Management Senior



Jade-Lin Chue
MF Asset Management Prf.



Christine Myers
MF Asset Management Prf.



Hanna Abebe
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Cathy Baker
MF Asset Management Senior



Jennifer Lam
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Nicholas Marozzi
MF Asset Management Assoc.



Carole Esposito
MF Asset Management Senior



Elizabeth Verhyden
MF Asset Management Assoc.

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Christine Halberstadt
Vice President



Sean Keane
Senior Director



Trang Ouk
Senior Director

Business 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.

Business Process

Act as business lead expert for system projects respective functional areas across the Multifamily division (Origination/Underwriting/Capital Markets/Investment & Advisory, Asset Management & Operations and Data). Provide business operational support for all system applications.



Shirley Anne Byrd
Business Process Dir.



Yan Zhang
Business Analysis Sr



Suzanne Linstrom
Business Analysis Prf.



Maulik Sojitra
Business Analysis Mgr



Guangya Wei
Business Analysis Sr



Dawn Slaughter
Business Analysis Prf.



Brian Collins
Business Analysis Mgr



Pam Landreth
Data Analytics Sr



Jacqueline Anthony
Business Analysis Prf.



Gerry Oosterholt
Business Analysis Mgr



Pingjing Lu
Business Analysis Sr



Amarjit Cheema
Business Rules Prf.



Abhishek Singh
Project Management Mgr



Anup Singh
Business Analysis Prf.



Anthony Hwang
Business Analysis Assoc.



Kristoffer Featheringham
Architecture Manager



Brian Horlacher
Business Rules Prf.



Chris Wilmarth
Business Analysis Assoc.



Denny Lau
Architecture Tech Lead



Naaren Juloori
Business Process Prf.



Alpna Panchwagh
Business Analysis Assoc.



Ethan Quinn
Business Process Director



Aseem Aggarwal
Project Management Manager



Kathy Hurley
MF Trans. Neg. Manager



Chris Jimenez
Project Management Senior



Cassandra Bisbee
Project Management Manager



Ornella Pounce-Tsafak
Business Management Prf.



Myra Falck
Project Management Manager



Rebecca Chun
Real Estate Analyst



Moriam Abiola
Project Management Manager



Ali Reza Badii
Business Analysis Assoc.



Bertram Nicholls
Intern

Servicer & Client Management

FAQ topics:

- Insurance Waivers
- SSPRs
- Loan Compliance
- MF Service Desk

Contact SCM
if you have questions



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