



## Board of Aldermen Request for Action

**MEETING DATE:** 12/17/2024

**DEPARTMENT:** Parks and Recreation

**AGENDA ITEM:** Appointments to the Parks and Recreation Committee

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**REQUESTED BOARD ACTION:**

A roll call vote will be needed for the nomination.

**SUMMARY:**

Section 155.020 of the Code of Ordinances requires the Board of Aldermen to nominate and appoint a representative to the Parks and Recreation Committee.

As recommended by the Parks and Recreation interview team, the Mayor will make the nomination of Shauna Houghton to the Parks and Recreation Committee to fill a vacancy. Shauna was a recent graduate of the Smithville Citizens Academy.

**PREVIOUS ACTION:**

N/A

**POLICY ISSUE:**

N/A

**FINANCIAL CONSIDERATIONS:**

N/A

**ATTACHMENTS:**

- |   |                                   |
|---|-----------------------------------|
| <input type="checkbox"/> Ordinance                | <input type="checkbox"/> Contract |
| <input type="checkbox"/> Resolution               | <input type="checkbox"/> Plans    |
| <input type="checkbox"/> Staff Report             | <input type="checkbox"/> Minutes  |
| <input checked="" type="checkbox"/> Other: Resume |                                   |

# Shauna K. Houghton

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113 Lakeland Dr.  
Smithville, MO 64089  
[Shaunafamily2@gmail.com](mailto:Shaunafamily2@gmail.com)  
816-510-4693

## Objective

Seeking the opportunity to apply my acquired legal, administrative, compliance, and business knowledge to assist the City of Smithville Parks and Recreation Committee.

## Summary of Qualifications

- Proficiency in Microsoft Word, Excel, Outlook, Access, WebView, Skype, Optimizer, Zoom, One Note, SharePoint, Workday, with knowledge in PowerPoint, and Law Manager.
- Citi System Knowledge – G360, HUB, UCD, RMS, DM, CACS, FDR (Green Screens)
- Ability to learn new procedures and material quickly with exceptional attention to detail.
- Strong background in all aspects of customer service and support.
- Excellent written, oral, and interpersonal communication skills.
- Excellent at attention to detail on documents needing to be reviewed and approved.

## Experience

November 2023-Current National Association of Insurance Commissioners  
May 2000- September 2023 Citibank Kansas City, MO

### Insurance Reporting Analyst II-

- Performs extensive data quality reviews on various supplemental filings as assigned. Assists in evaluating existing crosschecks and reasonability reviews. This evaluation includes reviewing crosscheck validity and the risk or history of reporting errors. Refers repetitive crosscheck and other reporting errors to the Data Quality. Manager and the crosscheck analyst and evaluates possible changes or clarifications. Provides technical assistance in data validation testing by analyzing the crosscheck formula utilizing the Blank, cross-check specifications and Annual Statement Instructions to determine the validity, completeness, and accuracy of the system calculation of the formula. Provides technical assistance to the members of the Financial Regulatory Affairs Division and other departments on special projects as required. Performs a general review of the Blanks proposals for any impact to the instructions, assists in the review of annual and quarterly statement reviews, and provides education and training assistance to include research or editing.

**Compliance Business Control Associate Analyst -  
Collections/Recovery Issues Support Team 2022-September 2023**

- Role with the Business is a Compliance Business Control Associate Analyst completes remediation efforts due to issues opened by Issues Management. Utilizes strong analytical skills to complete daily scrubs to identify necessary monetary adjustments due to customers and third-party vendors. Communication with Citi vendors i.e. Debt Buyers, Attorneys and Collection Agencies. Strong knowledge base of Citi policies and operational procedures within the area of Recovery Collections ensuring that we are safeguarding the best interest of Citi and our clients. Ability to prioritize workload in order to meet milestones set forth by Issues Management. Appropriately assess risk when business decisions are made and maintain a strong partnership with legal, risk and compliance partners, delivering concise communication. Strong communication with senior leadership with the ability to know my audience and deliver high-level yet detailed updates. Self-managed and self-motivated to meet key deliverables. Works independently, completes research and discovery with limited guidance. Works with businesses to coordinate deliverables required for internal and external audits. Facilitate and leads discussion with key stakeholders to complete issue initiatives and drive forward progress. Strong ability to escalate issues as needed. Maintains Citi's focus of assessing proper controls are in place, mitigating risk to the business and our client's, as well as avoiding manual processing with the identification of simplification.

**Legal Escalation Specialist 2010-2022**

- Resolves complex inquiries from attorneys, vendor managers, and internal lines of business. Works directly with vendors to audit, assist with settlement guidelines, and provide feedback for any concerns during the litigation process. Exercises judgment, problem solving skills, and multitasks in high volume situations. Diffuses tense vendor and customer interactions, manages conflict, adheres to timelines, and builds rapport with vendors and customers. Collaborates with the team to achieve successful results. Identifies process changes for existing and new process documents while working with the business to make the necessary updates and obtain legal approval. Review and analyze reports to provide data results to management during investigations. Provide testing support for litigation escalations.

**Litigation and Counter Claim Specialist 2004-2010**

- Answer Citi Vendor (Attorney) questions on inbound phone calls. Order all types of media, statements, RICA's, applications, payment copies, balance transfers, and convenience checks. Compile trial folders. Manage accounts returned from attorneys for proper follow-up. Sign Suit and Motion for Summary Judgment affidavits. Refer accounts for review of a small balance write off. Produce lien releases or satisfactions on old judgments. Liquidate volumes on non-forward flow portfolios. Imaging. Complete understanding of how and what RICA's go with what accounts. Manage proper follow up with attorneys on Motion for Judgment Affidavits. Proofread and sign all affidavits sent in by our attorneys for proper verbiage, entity, account specific information, and could be requested as a witness if called by the courts. Communicate all corrections with our attorneys to ensure proper documents being provided to the courts. Liaison between Citibank and our buyers. Analyze account portfolios for potential sales.

Multi-task by handling daily work while providing support on projects and customer service on account issues.

#### **Customer Service and Sales Associate 2000-2004**

- Responsible of handling American Airlines customer service needs. Handling inbound customer inquiries. Having problem solving skills to help resolve problems. Offer solutions beneficial to the bank as well as our customers. Having a strong understanding of procedures and policies associated with the American Airlines profile. Self-management of performance. Handled and solved a variety of customer complaints and inquiries regarding customer's credit card accounts including maintaining customer account information, administrating payments, and adjustments. Also, was team lead for service team, which included side by side coaching, printing daily team stats, helping with new hire training as an On the Job Trainer, and trained Spanish Gate Student Loans how to handle Customer Service calls.

#### **Additional Work Experience**

- Insurance/Health Agent
- Telemarketing
- Board Member of three nonprofit organizations in my community

#### **Education**

##### **Heartland Community College**

- September 1997-January 1999

#### **References**

**References are available on request.**