

**Kurlenne K. Martin, MBA, M.Ed.**  
**Curriculum Vitae**

**Name:** Kurlenne K. Martin

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### **Education**

- M.Ed. Educational Administration, Lamar University, Beaumont, Texas, 2021
- M.B.A. General Business, Texas Southern University, Houston, Texas, 2003
- B.B.A. Business Management, Texas Southern University, Houston, Texas, 2001

### **Teaching Experience**

Instructor, 2005 – Present

Houston Community College District

Courses: BNKG 1303 Principles of Banking  
BNKG 1340 Money and Banking  
BNKG 1345 Consumer Lending  
BNKG 1349 Commercial Lending  
BNKG 1351 Selling Bank Products and Services  
BNKG 1356 Analyzing Financial Statements  
BNKG 2374 Financial Business Administration  
IBUS 2339 International Banking and Finance  
BUSG 1303 Principles of Finance

### **Professional, Technical, and Work-related Experience and Skills**

**September 2004-July 2008**

**JPMorgan Chase Bank, N.A.**

**Financial Analyst**

- Prepare client invoices for interest and fees for 20 Mortgage Banking Services clients.
- Create Excel workbooks for new clients in accordance with credit agreement on file.
- Retrieve and distribute the Federal Reserve and LIBOR rates to Client Administrators.
- Perform daily reconciliation of Mortgage Banking Warehouse General Ledgers and ACBS system transactions.

**August 2002-September 2004**

**JPMorgan Chase Bank, N.A.**

**Client Experience Manager (Assistant Branch Manager)**

- Increase individual revenue sales goal by 50% and team revenue sales goal by 25% in six months.

- Improved customer satisfaction scores by 20% resulting in highest score for district during second half of 2003.
- Responsible for daily operational functions within the branch including customer satisfaction and adhering to federal bank policies.
- Assist branch manager in developing the branch business plan and overseeing the daily implementation.
- Work with operations staff to maintain operational integrity of the branch.

**December 2000-August 2002**

**JPMorgan Chase Bank, N.A.**

**Client Associate Manager (Teller Manager)**

- Improved efficiency and productivity 15% by contributing to the achievement of branch service and control goals.
- Monitored customer service/sales, maintained operational integrity, supervised staff of up to ten client associate (tellers) and covered the customer service desk as needed.
- Informed, trained and guided client associates concerning product information and customer service practices and procedures.
- Maintained optimal availability of staff resources through management of schedules (e.g. lunch hours and vacation time) for staff as necessary at peak times to accommodate customer needs and manage line waiting.
- Ensured staff adherence to all bank service standards and evaluated their performance.
- Approved checks and withdrawals that were above client associates limits.

**Professional Achievements**

- **Junior Achievement Volunteer** Oct-Dec 2005 Lawrence E. Elkins High School