

# SUSAN PREVES

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## CONTRACT & COMPLIANCE AUDITOR | LICENSED REAL ESTATE PROFESSIONAL

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Analytical and detail-oriented compliance professional with a strong background in contract management, regulatory audits, real estate transactions, and internal policy enforcement. Licensed Florida Realtor with experience in supporting brokerage compliance and ensuring adherence to federal/state laws, audit standards, and company policies. Proven success leading cross-functional teams, mentoring peers, managing high-risk audits, and implementing process improvements in both real estate and healthcare settings.

### PROFESSIONAL BACKGROUND

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#### DALTON WADE REAL ESTATE GROUP LICENSED REALTOR

APRIL 2022 – PRESENT

- Maintain strict adherence to brokerage compliance protocols for listings, disclosures, and contracts.
- Collaborate with brokers and administrative staff to ensure transaction files meet audit standards.
- Utilize knowledge of Florida licensing and ethics training to prevent regulatory breaches.
- Support document accuracy and transaction audits as part of file review for closing readiness.

#### PRUDENTIAL FINANCIAL SENIOR CLIENT SERVICES SPECIALIST

OCT 2021 – JUNE 2022

- Managed strategic book of business with focus on retention, profitability, and compliance.
- Collaborated with Sales and Regional Directors on client growth and regulatory alignment.
- Provided consultative guidance and issue resolution for client and internal partners.
- Served as mentor and onboarding trainer for peers.

#### SENIOR DISABILITY CLAIM MANAGER, GROUP INSURANCE

FEB 2020 – OCT 2021

- Managed complex long-term disability claims, ensuring legal and procedural compliance.
- Mentored team members and participated in training and inclusion initiatives.
- Consistently adapted to regulatory updates and client-specific guidelines.

#### RJ HEALTH SYSTEMS

##### MANAGER OF CONTRACTS & COMPLIANCE

SEPT 2017 – MAY 2018

- Designed and implemented a comprehensive audit plan to ensure compliance with contractual, HIPAA, and state/federal regulations.
- Acted as HIPAA Compliance Officer, overseeing workforce training and adherence.
- Led external SOC 2 Type 1 & 2 audits, resulting in 100% compliance rating.
- Conducted internal audits that led to measurable improvements in documentation and risk controls.
- Reviewed employee handbooks and client contracts to ensure legal compliance and audit readiness.

## **SUSAN PREVES**

### **REEDGROUP**

#### **QUALITY ASSURANCE MANAGER**

APR 2016 – MAY 2017

- Directed a team of 16 auditors reviewing leave and disability claims for federal and state compliance.
- Managed high-volume reporting and ensured documentation met client and regulatory standards.
- Designed and implemented QA frameworks for large client accounts, increasing audit pass rates.
- Collaborated cross-functionally to build training programs and ensure best practice adoption.

#### **QUALITY ASSURANCE SPECIALIST**

DEC 2009 – APR 2016

- Performed quality audits on FMLA and Disability claims in accordance with service contracts and internal standards.
- Delivered training on SOPs and tracked compliance metrics across multiple accounts.
- Acted as SME on federal and state leave regulations; resolved escalated compliance issues.
- Developed and implemented global SOP improvements for outsourced auditing.

### **THE HARTFORD FINANCIAL SERVICES**

#### **RENEWAL UNDERWRITER / FRONT LINE MANAGER**

MAR 1998– JUN 2007

- Served as lead underwriter managing policy risk and compliance standards.
- Supervised call center team of 18; coached staff to meet metric and quality goals.
- Analyzed renewal risks and aligned underwriting strategy with legal requirements.
- Enhanced client satisfaction through executive-level support and issue resolution.

### **EDUCATIONAL & LICENSE/CERTIFICATION BACKGROUND**

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- **Bachelor of Arts Degree**, Charter Oak State College, New Britain, CT
- **Licensed Real Estate Agent**, Florida License #3538088
- **Accredited Buyers' Agent (ABR®)**, National Association of Realtors
- **Short Sale & Foreclosure Resource Specialist (SFR®)**, National Association of Realtors
- **Notary Public**, HH-277353, Commission Expires June 16, 2026

### **KEY SKILLS**

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Contract Auditing • Compliance Management • Real Estate Transactions • Risk Mitigation  
Audit Preparation • HIPAA & SOC 2 • Broker Supervision Support • Policy Development  
Internal Audits • Florida Real Estate • Quality Assurance • Regulatory Reporting