

Shauleen N. Willis is an accomplished Senior Default Executive in Mortgage Servicing with over a decade of specialized experience in regulatory compliance and technology-driven solutions. Throughout her career, Shauleen has consistently demonstrated a unique ability to manage complex projects and lead cross-functional teams, delivering results that significantly enhance operational processes and client experiences.



In her role as Director of Default Services at Mid America Mortgage Inc., Shauleen was at the forefront of driving critical improvements in late-stage default servicing operations. She successfully managed a diverse array of departments, including Claims, REO, Bankruptcy, Foreclosure, Default Advance Payables, Document Control, and Property Preservation. Her leadership was instrumental in optimizing process quality, boosting productivity, and ensuring compliance with regulatory standards. Shauleen also led efforts to enhance data solutions, improve loss analysis controls, and implement best practices across the organization.

Shauleen's strategic thinking and expertise in software integration played a pivotal role in the successful transition of servicing operations in-house, as well as the complex software de-conversion from Black Knight MSP to Sagent LoanServ. This project not only improved operational efficiency but also significantly enhanced communication across the company and elevated the client experience. By creating a daily executive dashboard, she provided senior management with critical insights, enabling more informed decision-making.

Her negotiation skills are equally impressive, as she secured favorable vendor agreements and service contracts that aligned with the company's goals. Shauleen also managed a substantial portfolio of Held for Investment loans, GNMA buyouts, and other default-related programs. Her efforts in reducing organizational GNMA delinquency rates through a carefully developed Early Buyout (EBO) strategy underscored her commitment to excellence and her ability to deliver impactful results.

Shauleen's focus on regulatory compliance and risk management further solidified her reputation as a leader in the industry. By collaborating with third-party vendors and implementing automated solutions, she successfully reduced compliance risks and streamlined processes. Her proactive approach to improving organizational standards and fostering a culture of continuous improvement has consistently led to enhanced operational effectiveness and superior service delivery.

Beyond her professional achievements, Shauleen is dedicated to mentoring and developing her team, ensuring that they have the skills and knowledge needed to succeed in their roles. Her commitment to fostering strong client relationships and her ability to integrate client feedback into product and process enhancements have made her an invaluable asset to every organization she has served.

Shauleen holds certifications in Mortgage Banking I and II from the Mortgage Bankers Association and is a Certified MISMO Standards Professional (AMSP). Her passion for excellence extends beyond her career, as she enjoys coaching soccer and spending time at the beach, where she finds balance and inspiration.