

1. ****Establishing a New Start in Charlotte (Paragraphs 83-82)**:** Life began anew for me when I graduated from ASU in May 2011. After a brief stint with a real estate company near my local area, I moved to Charlotte in August 2011. My first step in Charlotte was to set up my healthcare, which I did through the Outpatient Medication Services at Carolina's Medical Center Behavioral Healthcare Charlotte.

2. ****Beginning My Career at Bank of America (Paragraphs 85-92)**:** In January 2012, I started working for Pioneer Recruiting at Bank of America in the Legacy Asset Servicing section. My job as Process Support involved processing mortgage modification applications. This role required me to act as an intermediary between the Customer Relationship Manager and the Underwriter, handling a complex and technical set of guidelines for mortgage modifications.

3. ****Excelling in My Role (Paragraphs 93-102)**:** I quickly stood out at Bank of America for my exceptional performance and deep understanding of the guidelines. By mid-2012, I became the top producer for the entire bank. My colleagues, including those at our vendor Urban Lending Solutions, highly respected me for my expertise and efficient handling of files.

4. ****Making a Positive Impact (Paragraphs 103-104)**:** I was considered the ultimate expert in my role, often referred to as a genius for my ability to navigate complex guidelines and assist colleagues with their queries. This period in Charlotte marked a significant change in my life. I was no longer the person who was disregarded or disrespected; instead, I had become a superstar in my professional field.