



The City of South San Francisco

Office of the City Clerk
400 Grand Avenue
South San Francisco, CA 94080
(650) 877-8518

SUPPLEMENTAL QUESTIONNAIRE

Why are you interested in serving as a Boards and Commissions member? What do you feel you could contribute?

1. I'm interested in serving as a Boards and Commissions member because as a resident of the South San Francisco Housing Authority (SSFHA), I want to be an advocate for myself, my family and for those who live in the community. When issues arise within the community, I want to ensure their best interest is considered. Another reason I'm interesting in serving on the board is I feel a sense of obligation to the community I live in by making certain the community is safe, vibrant and welcoming.

2. Some things I feel I can contribute are my leadership skills, prior work experience and my positive attitude.

What qualifies you for this appointment?

I believe I'm qualified for this appointment for the following reasons:

- Participation. I've attended several board meetings and council meetings, representing the community. In doing so, I've been able to observe the process and the order of the meetings.
- Educational Background. I've obtained degrees in Communication and Finance. They have helped me obtain experience in fraud, financial integrity, loss mitigation, auditing, standard financial controls and communication.
- Work Experience. I've worked in different roles in the private and public sector, in which I've garnered experience with HUD, Cal Fresh programs, Cal WORKs, and Medi Cal. Other beneficial experience includes compliance, and policy and procedures interpretation.

What is your vision for growth in South San Francisco?

The vision I have for the growth of South San Francisco is to see a city that is thriving, vibrant, has a low crime rate, healthy, and increased programs for the youth as well as for seniors. It would be nice to also see continued efforts to reduce homelessness and to bring more higher paying jobs to the city, so the community can have better quality of life. I also would like to see more efforts to bring affordable housing to the city. The average cost of rent in South San Francisco is extremely high and forces out a lot of people from the community.



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What community activities are you presently involved in, or have been in the past?

Some of the community activities that I've participated in the past include:

- Attended annual neighborhood block party
- Hiking/walking
- Attended Farmer's Market in Orange Park
- Attended concert series held in Orange Park
- Frequent Orange park with my kids to play basketball on the courts

Are you currently receiving any form of compensation from the City for work performed? ☐ YES ☒ NO

If yes, please explain: _____

Do you have any relatives serving on Council, Boards, Commissions, or Committees or are otherwise employed by the City of South San Francisco? ☐ YES ☒ NO

Name: _____ Position: _____ Relationship: _____

WORK EXPERIENCE

Employer: City and County of San Francisco City: San Francisco

Job Title: Senior Collections Officer From: January 2021 To: Current

Responsibilities: I manage and oversee the collections of revenue due to the City and County of San Francisco.

I negotiate payment plans, investigate and verify information. I prepare reports and analyze data. In some cases

I represent the agency, in legal matters, relating to debt collections. I interview clients and explain policy and procedures to them.

Employer: County of San Mateo City: Redwood City

Job Title: Revenue Officer From: April 2015 To: January 2021

Responsibilities: responsible for the compliance and specialized revenue collection work involving revenues

due the county from agencies such as Traffic Division, Superior Court, Adult and Juvenile Probation, Adult Private

Defender and San Mateo Medical Center. I also implemented and monitored repayment agreements.



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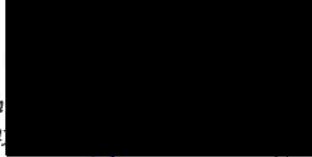
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EDUCATION

School: San Jose State University City: San Jose
From: 1993 To: 1997 Degree: Communication

School: San Jose State University City: San Jose
From: 1999 To: 2002 Degree: Finance

DISCLAIMER AND SIGNATURE

Signature:  Date: 6/16/2025
I certify that all statements in this application are complete and true. I agree and understand that any false statement will cause me to forfeit all rights to appointment to a Commission, Board, or Committee with the City of South San Francisco.

Applications are accepted on a continuous basis and will remain valid 1 year from the date of submission. If you are selected to serve on a Board or Commission, you may be required to file an Annual Statement of Economic Interest (FPPC Form 700) and bi-annual Ethics Training (AB1234).

OFFICIAL USE ONLY

Submission Date:

Received By:

TONYA THOMAS

Cell: [REDACTED] Email: [REDACTED]

PROFILE SUMMARY

A highly motivated, professional, who has a rich mix of experience in Customer Service, Compliance, Financial Services, and Public Service. An accomplished, analytical thinker and problem solver, with a proven track record of increased responsibility within various departments. Known for the ability to motivate team members and communicate effectively with people from various cultural backgrounds and educational levels. Has exceptional work ethic and great character, with the mindset of helping an organization to deliver exceptional results, while maintaining its integrity and quality of service.

RELEVANT SKILLS

<ul style="list-style-type: none">• Logical & Critical Decision-Making• Finance & Credit Analysis• Positive Attitude	<ul style="list-style-type: none">• Active Listening Skills• Adaptive Team Player• Skip Trace	<ul style="list-style-type: none">• Customer Focused Service• Results Driven• Persuasive Communication Expertise
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TECHNICAL PROFICIENCIES

Microsoft Office Suite
SharePoint, Salesforce, Cal Saws, The Work Number

RELATED EXPERIENCE & SELECTED RESULTS

CITY AND COUNTY OF SAN FRANCISCO, SAN FRANCISCO, CA, JANUARY 2021- CURRENT Senior Collections Officer

- Responsible for the collection of revenue, due to the City and County of San Francisco, through personal and telephone contact, correspondence, and legal action.
- Uses skip-tracing techniques, including communications with various agencies and the public, to obtain information to locate debtors.
- Interview and correspond with debtors to elicit payments and explain County policies and legal requirements.
- Obtains and verifies information relating to debtor's employment, earnings, property, credit, bank accounts, assets, liabilities, and similar information.
- Prepares accounts for legal enforcement, including developing case summaries, obtaining evidence, and consulting with attorneys, claims adjusters, other County departments, and outside agencies.
- Maintains records of data and information on cases.
- Performs related duties and responsibilities as assigned.

COUNTY OF SAN MATEO, Redwood City, CA, April 2015-January 2021 Revenue Officer

- Responsible for the compliance and specialized revenue collection work involving revenues due the County from agencies such as Traffic Division, Superior Court, Adult and Juvenile Probation, Adult Private Defender, Victim Restitution, Sheriff's Work Program, and San Mateo Medical Center.
- Reviewed analyzed, and validated a defendant's debt to prepare their accounts for legal enforcement such as Writs or State Tax Interception.
- Obtained and verified information related to the debtor's employment, earnings, property holdings, credit, bank accounts, assets, and liabilities for the collection of delinquent accounts.
- Implemented and monitored repayment agreements.
- Explained County policies and legal requirements to defendants and/or the general public

WELLS FARGO, San Francisco, CA, March 2014-April 2015 (Temporary Assignment - Kelly Financial Services)

Quality Assurance Analyst II

- Leveraged extensive industry experience to drive the success of quality assurance initiatives, including review of all trade and counterparty documentation related to derivative transactions and Dodd-Frank regulations.
- Proactively ensured proper auditing, tracking, reporting, and compliance with bank requirements and various regulations.
- Guided lenders and coached staff regarding documentation and underwriting requirements such as evaluating declined credit applications, insurance claims, accounts, files, systems, and processes to ensure bank standards were met.

BANK OF THE WEST, San Francisco, CA, 2013 (5-Month Assignment - Aerotek Staffing Agency)

Underwriting Consultant

- Gathered, researched, and analyzed data from Credit Requests, Credit Request Memorandums, and pertinent historical documents to determine the collateral value of assets and property (average value of \$5 million) used for commercial mortgages.
- Assessed and proactively ensured compliance with banking regulations as well as state and federal laws.

ENGSCOMMERCIAL FINANCE CO., San Ramon, CA, 2012-2013

Documentation Supervisor

- Led, directed, and supervised a staff of seven, while fostering a positive and productive work environment.
- Coordinated loans and leases for current and potential customers seeking finance solutions for heavy equipment such as commercial trucks and trailers involving equipment dealers, manufacturers, and operators.
- Prepared and reviewed commercial loan documents such as Indemnity, Guaranty, Security Agreements, Deed of Trust, and Promissory Notes to ensure compliance with company policies and procedures, as well as state and federal laws and regulations.

THE PMI GROUP, Walnut Creek, CA, 2003-2012 (promotions during employment tenure)

Quality Control Analyst (2010-2012)

- Aggressively drove quality initiatives through loan-level servicing record reviews in the Home Preservation Department.
- Assessed and identified strengths and weaknesses in defaulted mortgage loan servicing practices of loan servicers.
- Analyzed recorded calls of staff loan counselors and third-party vendors to ensure compliance with internal policies and performance standards, as well as FDCPA requirements and other laws and regulations.

Loss Mitigation Specialist (2007-2010)

- Provided outstanding service while assisting distressed customers, from top industry servicers, with options such as Loan Modifications, Pre-foreclosure Sales, Deed-in-Lieu of Foreclosure, Repayment Plans, HARP, and Pre-claim advances.
- Monitored and ensured loans complied with laws and regulations that govern consumer lending such as privacy, HUD, RESPA, Fannie Mae, and Freddie Mac.

Claims Specialist (2003-2007)

- Settled mortgage claims submitted from mortgage servicers and ensured loans complied with PMI's Policies and Procedures as well as California Fair Claims Practices and Regulations.
- Fostered positive professional relationships with cross-functional team members and communicated regularly with several internal departments such as: Legal to obtain advice and consultation regarding policy interpretation; Claims regarding final workout; Policy Servicing to coordinate reinstatement of coverage; and Investigations for suspicion of fraud.

- Generated and analyzed ad hoc reports, and made decisions accordingly.

EDUCATION

Bachelor of Science in Finance, San Jose State University, San Jose, CA
Bachelor of Arts in Communications, San Jose State University, San Jose, CA
MS in Health Care Administration, Cal State East Bay, Hayward, CA