



INSTRUCTOR

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McDonald is responsible for the design and development of banker and loan operations learning programs, specializing in eLearning solutions. Prior to that she managed the division's Phoenix Loan Servicing group along with special oversight responsibilities in San Antonio's operations center. Prior to her engagement with Wells Fargo Bank, McDonald managed many facets of credit and risk operations for Bank of America such as management of financial statement spreading, loan accounting, commercial loan documentation, commercial real estate loan administration and the bank's commercial credit card collection and recovery operation. She has been involved in developing and teaching workshops and seminars on business credit and banking topics for several years. An active member of both The Risk Management Association and the National Association of Credit Management (NACM), she holds the NACM Certified Credit Executive designation and is NACM's past national chairman.