

QUALIFICATIONS SUMMARY

Significant experience with successful high volume business operations, quality assurance and testing and Information Technology design and development in a large corporate environment. Wide breadth of experience in a variety of roles and responsibilities with a focused consistent record of high performance and increasing responsibility. Strong leadership, culture development and verbal and written communication skills. Demonstrated ability to analyze company and customer needs to implement strategies, processes and systems that maintain customer satisfaction, enhance company revenues and reduce overall operating expenses.

EMPLOYMENT EXPERIENCE & HIGHLIGHTS

SallieMae, Inc, Indianapolis, IN

2002 – Present

Senior Director, Business Re-Engineering (2010 – Present)

Responsible for performing a corporate wide review of business operations processes to identify workflow improvements to support a \$300 million dollar expense reduction initiative. Work directly with consultant group and business area management to identify, implement and validate all cost cutting initiatives.

- Provide direct leadership to a 10 member team
- Develop and manage a \$6 million annual budget
- Provide effective management and oversight of consultant engagement
- Perform direct reporting to CEO and expense reduction executive management team
- Focus of expense reduction initiative is on improvements requiring little to no Information Technology resources and costs
- Cost reduction target achievement is on track to attain scheduled reduction within identified time constraints

Senior Director, Customer Profile Services and FFELP Business Line Shut Down (2006 – 2010)

Responsible for providing leadership and direction to CPS staff responsible for all customer profile data additions and modifications for over 10,000 school, lender and guarantor clients necessary to process loan volume per customer and Sallie Mae specifications. Responsible for the delivery of all product and service modifications and new set ups while ensuring the unit adheres to or exceeds the established quality and service levels.

- Provided direct leadership to a 130 member team
- Developed and managed a \$10 million annual budget
- Responsible for the initial setup and maintenance of over 10,000 school, lender and guarantor customers
- Effective management of a high volume transaction processing operation – over 75,000 transaction processed annually
- Successfully reduced department error rate from 6% to less than 1% within 2 years
- Successfully increased service level metrics to ensure all transactions were processed within agreed to need by dates
- Relentless focus on perfection and creating a culture focused on meeting corporate and customer demands. Increased reliance of operational goal attainment to a metrics based environment.
- Participated in corporate wide development and implementation of strategies required to increase customer satisfaction and drive loan volume
- Led the implementation of all loan delivery related product upgrades. This included the successful product upgrade of over 5,500 existing school customers from legacy origination platforms to newly developed OpenNet system and the upgrade of over 8,000 customers to the newly developed Single Disbursing Engine.
- Responsible for maintaining effective integration with School Implementation, Sales, Servicing and IT in support of upgrade and all other origination and servicing related objectives
- Responsible for ensuring adherence to all SOX 404 controls for assigned operational units
- Engineered complete overhaul of operational procedures from a system orientation perspective to an process orientation perspective
- Led corporate wide shut down of FFELP business line consisting of \$400 million revenue and \$17 billion loan origination volume. Business shutdown was completed within four months – on time and with no issues.

Senior Director, Quality Assurance (2002 – 2005)

Responsible for providing leadership and direction of integration, regression and user acceptance testing in support of the Loan Originations and Loan Servicing lines of business and the systems utilized to support those business operations. Responsible for strategic planning related to corporate objective attainment, staffing and budgeting.

- Provided direct leadership to a 45 member team consisting of Senior Manager, Manager, Systems Support Analysts, Systems Testing Specialists, Senior Systems Analysts and Senior Programmer Analysts
- Developed and managed a \$4 million annual budget
- Provided leadership for integration and acceptance testing for over 20 systems across multiple platforms to ensure software delivered met specified business requirements and integrated effectively
- Provided project and staff leadership for Loan Originations System and associated partner systems test execution and test environment support activities
- Provided leadership for Loan Servicing System User Acceptance testing activities including releases and off release system changes
- Successfully increased the level of coordination and integration of all test levels, test activities and test data for the Loan Delivery systems
- Represented Loan Delivery Quality Assurance and Testing on the Project Management Team Executive Committee and Information Technology Release Management meetings. Responsible for providing integration and testing updates and impact assessments of proposed changes to release testing activities.
- Responsible for creation of the Quality Assurance Steering Committee and developed and implemented overall testing strategy and vision for Sallie Mae Loan Originations business

USA GROUP, Indianapolis, IN

1986 – 2001

Director, Business Systems Support (1999 – 2001)

Promoted to Director to lead all aspects of Business Systems Support activities in support of all USA Group business operations systems and Web-based products, Agency and Regulatory Relationships, Project Office, Quality Assurance and Testing, Corporate Idea Management and Help Desk System Design and Implementation. Responsible for strategic planning related to corporate objective attainment, staffing and budgeting.

- Provided direction and leadership to 115 member team responsible for working with internal and external business partners and Information Technology staff to facilitate effective design and development of new system software and system problem resolution
- Successfully merged three areas into one cohesive department in three-months and reduced total department headcount by 25 staff through implementation of best practices/ process improvement techniques for all areas of the department
- Developed and managed a \$8 million annual budget
- Provided project and staff leadership to ensure all corporate systems met the needs of internal and external clients and complied with federal and guarantor regulations and policies
- Implemented job expectations, performance objectives, capacity planning and capacity management for all positions within Business Systems Support
- Implemented business Idea Management principles across USA Group organization to uniformly evaluate and determine systems enhancements best positioned to achieve corporate objectives
- Worked with post-acquisition leadership team to determine staffing levels and severance logistics

Manager, Business Systems Support

Rapid advancement in early USA Group career beginning with **Systems Support Analyst (1986-1988)**, and working through roles as **Secondary Market Conversion Supervisor(1988-1990)**, **Senior Systems Support Analyst(1990-1995)** and **Business Systems Support Manager(1995-1999)**. Extensive experience in leading and managing large scale system development projects including the successful on time and within budget implementation of a 7.8 million lines of code system. Designed and executed the corporate testing strategy for system development and maintenance projects – achieved a .02 defect per thousand lines of code standard.

EDUCATION | TRAINING | MEMBERSHIPS

Masters Degree, Business Administration, BUTLER UNIVERSITY, Indianapolis, IN

Bachelor of Arts, Business Administration, HANOVER COLLEGE, Hanover, IN

Certified Software Quality Engineer (CSQE), American Society for Quality 1996

Leadership Enhancement and Development Program, USA Group 2001