

# DOUGLAS MILLER



## CONTACT

(555) 555-5555

douglasrmiller@mac.com

Chicago, IL



## EXPERTISE

\$MM Revenue Growth

Analytics

Annual Financial Planning

Behavior Design

Business Intelligence

Corporate Strategy

Disruptive Innovation

KPIs

Leadership Development

M&A

National Sales

Risk Management

Reporting

Staffing Models



## EDUCATION

BUCKNELL UNIVERSITY

B.S. in Business Accounting

Minor: Economics

## DIRECTOR

### FINANCE AND BANKING INDUSTRY LEADER

*Nationally respected senior executive with unique combination of astute financial prowess, keen economic trend awareness, and disruptive national sales strategy expertise.*

## EXECUTIVE CAREER HIGHLIGHTS

**Wells Mutual, Chicago, IL, New York, NY, 1999 - 2017**

*Leading global financial services firm and one of the largest banking institutions in U.S., with operations worldwide.*

**Director, Business Banking Finance** 2014–2017

Developed annual volume, balance, and revenue plans for Business Banking Loan Book, totaling \$22B+ in outstanding balances and \$1B in annual revenue. Led 5 direct reports with oversight of 300+ managers and 2,500+ bankers in field.

### NATIONAL SALES

- Fueled new loan origination volumes to \$7B annually, highest level in company history. Disrupted status quo among field bankers and management and initiated positive behavior change through extensive, national mentoring, coaching, and training efforts

### CORPORATE STRATEGY

- Analyze market behavior, define packages for \$86M revenue stream and personally deliver program and key messages to 300+ managers nationwide annually.
- Crafted communication plan for unavoidable regulatory price increase passed on to customer base, reversing typical practice of pushing out cost increases without explanation.

### COMPLEX ANALYTICS

- Functioned as corporate point person for evaluating potential effects of adverse economic and financial market conditions, which set strategy and KP's for all national bank branch managers.
- Revealed untapped, multimillion-dollar revenue potential and unique market offerings after partnering with corporate Finance, Risk, and Center for Excellence Around Macroeconomics teams to develop highly complex measures.
- Architected and achieved federal approval for quantitative models, in response to Federal Reserve Bank stress-testing requirements for CCAR, ICAAP, and Risk Appetite exercises.

**CFO, National Sales, Business Banking, Chicago, IL** 2012–2014

Chosen to provide analytic, strategic, and financial support to Business Banking sales organization, consisting of 7 regions, 2,700+ bankers and 300+ managers, serving 600K customers with \$65B in deposits, \$18B in loans and over \$2B in annual revenue. Merger combined ~800 bankers in Relationship Managed (RM) channel with ~2,000 bankers in branch channel.

### CORPORATE SALES & STAFFING STRATEGY

- Restructured production/sales targets and built annual financial plan to increase accountability among bankers, improve customer service, and align metrics at region, market, and area levels.
- Established monthly analysis, linking revenue growth to banker production and calling activity, resulting in 36% increase in new business and 24% desired attrition.
- Implemented analytics, staffing model, and segmentation projects to evaluate portfolio loads, prospect density, and branch coverage. Corrected alignment for tens of 1,000s of customers to appropriate banker expertise.

**CFO, Relationship Managed (RM) Channel, Business Banking, Chicago, IL** 2007–2012

Directed strategic and operational financial management for \$1B per year business with \$30B in deposits, and \$12B in credit balances, focused on small- and mid-sized business with \$3M-\$20M annual sales in highly volatile economy.