

DOUGLAS MILLER



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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.