

CONRAD MARSHALL, MBA, PMP

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FINANCIAL SERVICES EXECUTIVE — STRATEGIC LEADER

Driver and Champion of Transformational Programs — Tactical Leader of Enterprise-wide Initiatives that Build Brand Value and Result in Sustainable, Profitable Growth.

Innovative, results-proven senior professional with significant experience in building, expanding, and transforming businesses into highly productive and profitable operations. Passion for technology to create improved operating efficiencies and a competitive market position. Diverse and successful marketing background in banking and financial services—accounting, mortgage servicing, consumer lending, business operations, and team leadership. Highly effective leader with demonstrated ability to successfully influence and negotiate with internal and external stakeholders; lead teams across all levels; motivate staffs; meet large-scale, multimillion-dollar deliverables; and ensure enterprise success. Regarded for entrepreneurial approach, honesty, integrity, and high ethical standards.

Leadership Core Competencies

- ❖ Business Development/Retention
- ❖ Business Process Reengineering
- ❖ Cost Restructuring/Optimizations
- ❖ Product Roadmap/Consulting
- ❖ Market Penetration/Revenue Generation
- ❖ Technology Redesign/SDLC
- ❖ Project Planning & Implementation
- ❖ Financial Management/Budgeting
- ❖ Product Development/Selection
- ❖ Data Governance/Compliance
- ❖ Organizational Change Management
- ❖ Global /Remote Staff Management

PROFESSIONAL EXPERIENCE

FRAZIER CONSULTING, Miami, FL

2012 – Present

Principal—Consumer Lending

Serve as a key member of Frazier's lead team, managing multiple consulting engagements and client relationships, and expanding new business development for the firm with a focus on lending. Effectively administer resources and manage profitability. Provide problem-solving leadership and direct and guide multiple teams including Frazier's delivery teams and offshore units.

Value & Results:

- **Created and implemented a technology modernization roadmap for a financial services client**, replacing mainframe technology, and saving 20-30% long-term versus \$40M spend on legacy technologies while improving efficiency and delivering quality customer service.
- **Successfully led a consolidation initiative for one the largest mortgage servicers** by evaluating/onboarding a new sub server and transferring nearly 500k loans, providing comprehensive servicing with one workforce, one workflow, and one customer-centric approach.
- **Automated, streamlined, and drove down costs for a money transfer client in the area of AML (anti-money laundering)**, and met all regulatory guidelines through business process reengineering in compliance and implementation of Actimize. **Led a team of 30 dedicated team members across six work groups.**

KLEIN & BRIDGES, Miami, FL

2009 – 2012

Senior Manager — Financial Services Advisory

Consistently delivered quality client services while leading large-scale engagements including business and technology strategy and implementation for the Consumer Banking industry (Loan Origination, Servicing, and Default Management). Demonstrated in-depth business acumen, deep technical capabilities, and professional knowledge to make significant contributions toward new business development, client relationship management, and thought leadership. Effectively led and motivated teams with diverse skills and backgrounds.

Value & Results:

- **Built and maintained several lasting, productive client relationships with multimillion-dollar stakeholders** within the Financial Services industry, including SunTrust, Wachovia, and MetLife, just to name a few.
- **Program managed, integrated strategic direction, and prioritized issues related to a voluminous Mortgage Services program** involving 12 teams, implementation of a new technology platform (Salesforce), and development of new operational processes.
- **Flawlessly led an engagement to streamline operational processes and technology for a large bank**, increasing efficiencies while meeting regulatory guidelines for Mortgage Default Management and Loss Mitigation.
- **Demonstrated exemplary leadership, communication, analytical, and organizational skills** to lead assessment of one of the largest-ever Mortgage Default Management business process and technology landscape engagements, which paved the way to identifying a new technology vendor and creating an implementation roadmap.