

# ROBERT SMITH

## Associate Business Project Manager

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Operational and technical project manager seeking to leverage skills in imaging and digital deployments in the financial services industry. A quick learner who is excellent at building relationships across organizational boundaries, experience with distributed operational processes in the financial industry, including mortgage origination and servicing, collateral management, consumer lending, business banking, and deposits.

**MARCH 2011 - 2020**

### **ASSOCIATE BUSINESS PROJECT MANAGER - SUNTRUST BANK**

- Subject matter expert regarding the document imaging process and how it can be applied to meet operational and business objectives.
- Led project to implement automation of review of mortgage collateral documentation to improve transaction.
- Provided leadership to other project managers, Xerox, and executive management on imaging project and operational issues.
- Worked with imaging vendors to establish continuous improvement cycle to support operational goals and objectives for the shared service.
- Collaborated with business partners, project teams, architects, to ensure system specifications accurately reflect business unit needs.
- Assessed viability of imaging and digital documents for different operational processes.
- Performed vendor site visits to assess supplier ability to comply with SunTrust policy and operational criteria.

**2006 - 2011**

### **BUSINESS PROJECT MANAGER - DELTA CORPORATION**

- Organizing and planning essential central services such as reception, security, maintenance, mail, as well as day to day running of the company.
- Responsible for making sure that contracts, insurance requirements and safety standards are correctly complied.
- Designed and implemented diagnostic and business strategy for local industrial and economic development network.
- Managed a team of approximately twenty analysts that performed gap analysis..
- Team documented findings to the stakeholders and the final decision was to stay on the platform.
- Selected and implemented claims editing software for the platform that would perform an additional edit.
- Managed a project for historical data conversion project where membership and

claims were migrated.

## **EDUCATION**

Master Of Business Administration In Strategic Management - (Sauder School Of Business - Vancouver, BC)

## **SKILLS**

Project Management, Program Management, Leadership.