

# Trent Strum

817 S. 2<sup>nd</sup> St., unit G, Alhambra, CA. 91801

(626) 234-9057

trent.strum@gmail.com

website:

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## **EDUCATION and CERTIFICATIONS**

### **Bachelor of Science in Business Administration**

Graduation: December 2010

Oklahoma State University, Stillwater, Oklahoma, USA

Major: International Business

Minor: Economics, Marketing, and Sports Management

### **Master Certificate in Six Sigma, Financial Services**

Graduation: September 2016

Villanova University

## **WORK EXPERIENCE**

### **1<sup>st</sup> Assistant Vice President**

March 2021- Present

Loan Operations, MidFirst Bank

Alhambra, CA (remote)

- Promoted to Assistant Vice President in March 2021 and subsequently to 1st Assistant Vice President in March 2024, in recognition of demonstrated leadership, exceptional performance, and significant contributions to the organization's success.
- Led technical advisory and project management efforts for numerous enterprise-wide projects, overseeing the implementation of new platforms. Orchestrated seamless communication between stakeholders and development teams, ensuring alignment with project goals and timelines.
- Designed and developed multiple MS Access databases serving as efficient workflow tools for various departments within the organization. These databases streamlined processes and enhanced operational efficiency.
- Authored and maintained comprehensive software documentation and procedural manuals for multiple departments, ensuring clarity and consistency in operational processes. This contributed to improved team performance and reduced errors.

### **Business Analyst IV**

September 2019- March 2021

Loan Operations, MidFirst Bank

Oklahoma City, Ok

- Accepted role in Loan Operations, which included a promotion to Business Analyst IV. Demonstrated adaptability and capability to excel in diverse roles within the organization.
- Served as the system administrator for various Collections software applications, ensuring their smooth operation, optimization, and security.
- Acted as the primary point of contact for troubleshooting technical issues related to Collections software, providing timely resolutions and support to users.
- Collaborated with IT teams and software vendors to implement system upgrades, enhancements, and integrations, contributing to the continuous improvement of Collections processes and workflows.
- Built and maintained comprehensive reporting systems for the Collections department, utilizing data analytics tools to generate actionable insights and reports.

- Developed customized reports tailored to the department's specific needs, providing key metrics and analysis to inform decision-making processes and drive improvements in collections strategies.
- Successfully implemented automation solutions by creating a dedicated service account and utilizing Task Scheduler to automate several Python and PowerShell scripts, streamlining processes, and enhancing operational efficiency.
- Developed and maintained Python and PowerShell scripts to perform various tasks such as data processing, system maintenance, and report generation, leveraging automation tools and libraries to optimize script performance and reliability.
- Lead analyst and project manager for the installation of Avaya's AACC dialer for the Collections department, overseeing the entire implementation process from planning to execution.

### **Business Analyst I-III**

May 2014- September 2019

Contract Administration, MidFirst Bank  
Oklahoma City, Ok

- Hired as Business Analyst I and sequentially promoted up to Business Analyst III, reflecting consistent performance and contributions to the organization's success.
- Developed and analyzed processes to execute Mortgage Servicing Transfers, identifying areas more efficiently for improvement and implementing solutions to enhance operational efficiency.
- Designed Excel-based tools to plan, manage, and report on Mortgage Servicing Transfers, streamlining processes and providing valuable insights to stakeholders.
- Created testing processes and tools to execute monthly Mortgage Servicing Transfers, ensuring accuracy and compliance with regulatory requirements.
- Successfully executed over \$3 billion in Mortgage Servicing Transfers to MidFirst Bank, demonstrating expertise in project management, process improvement, and stakeholder coordination.

### **NGO Research and logistics Coordinator**

August 2013- March 2014

Consultant for Asociación para una Sociedad más Justa  
Tegucigalpa, Honduras

- Managed logistics for academic research projects analyzing violence and the security sector in Honduras, ensuring smooth and efficient project implementation.
- Assessed hypotheses and research questions, and prepared research plans in collaboration with clients, including the Master of Public Policy program at Princeton University and the School of International and Public Affairs at Columbia University.
- Planned and coordinated the implementation of research methodologies, overseeing data collection, analysis, and reporting processes to meet project objectives and deadlines.
- Arranged meetings with various experts from government and civil society to gather insights and perspectives relevant to the research topics, facilitating collaboration and knowledge exchange.

### **Co-Author of Research Study**

February 2013- March 2014

Co-Author with Dr. Kurt Ver Beek, ASJ Vice-President of the Board of Directors

- Co-authored a research study on the effects of debt relief through the HIPC/MDRI initiative in Honduras, contributing to the investigation's conceptualization, execution, and dissemination.

- Executed the research study, conducting thorough analyses of economic and budget data from Honduras and various institutions such as the World Bank and IMF to assess the impact of debt relief initiatives.
- Compiled economic data from yearly government reports for analysis and chart building, ensuring accuracy and reliability of the data used in the study.
- Conducted interviews with high-level public officials as part of the research investigation, gathering valuable insights and perspectives to inform the study's findings and conclusions.
- Provided technical translation (Spanish-English) for the publication of results from the investigation on a Honduran website, ensuring accessibility of the research findings to a broader audience.

## **INTERNATIONAL EXPERIENCE**

- **Business Owner in Honduras**

*May 2012 - November 2012*

Founded and operated a business venture in Honduras, overseeing all aspects of business operations and strategic management.

- **Study Abroad in Madrid, Spain**

*February 2009 - June 2009*

Participated in a study abroad program in Madrid, Spain, immersing in the Spanish language and culture while pursuing academic coursework.

- **Residence in Tegucigalpa, Honduras**

*1994 - 2002, 2010 - 2014*

Resided in Tegucigalpa, Honduras, for a total of 12 years, experiencing and contributing to the local community and culture.

## **TECHNICAL SKILLS**

- **Frontend Development:** Proficient in building user interfaces using a variety of frameworks/libraries, including React, Redux, HTML, CSS, JavaScript, and TypeScript.
- **UI Frameworks:** Familiar with Material UI for designing responsive and visually appealing user interfaces.
- **Backend Development:** Experienced in server-side development using ASP.NET and C#, with expertise in database interaction and API integration.
- **API Development and Testing:** Skilled in using Postman and Swagger for testing and debugging APIs, ensuring functionality and reliability.
- **Database Management:** Proficient in SQL and database development, including PostgreSQL, for designing and managing relational databases.
- **Containerization:** Familiar with Docker for containerizing applications and streamlining deployment processes.
- **Version Control:** Experienced in using Git and GitHub for version control, collaboration, and code management.

**\*Letters of Recommendation and References available upon request.**