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| **Nathan Brown, MBA/IT** | Murfreesboro, TN 37128 ▪ 478.396.3966  cuis2000@yahoo.com  LinkedIn: Nathan Brown, MBA, MAOM |

September 25, 2019

[One Park Financial](https://www.indeed.com/cmp/One-Park-Financial?campaignid=mobvjcmp&from=mobviewjob&tk=1dlkngi67p7kh800&fromjk=8a62ec6005f661f4)

Human Resources

Miami, FL 33133

Dear HR Professional:

I’m writing in response to your advertisement for a Chief Technical Officer position. As an experienced financial professional, I have an extensive and diverse background spanning 33 years, including 19 years as a senior IT executive for two of the nations’ top performing credit unions, both with over $2B in assets, 400 FTEs and 20+ branches.

My in-depth understanding of the financial industry and serving customers has enabled me to consistently implement successful responses to new challenges, develop staff and contribute to the overall growth and success of the financial institution. As a well-rounded, pro-active multitasker, I have held senior leadership roles for a wide range of areas, including IT, Operations, Marketing, Call Centers, Facilities, Digital Channels, Lending and Credit Card Operations. This diverse background and my experience as Chief Information Officer make me a prime candidate for CTO.

I have continued my education throughout my career to ensure I stay current in today’s business world. My education and personal development include two masters, including an MBA and four professional certificates from Harvard Business School, Cornell and MIT. I am currently pursuing a MicroMasters in Digital Leadership from Boston University.

Please see my attached resume’ for further illustration and details. I am confident I can leverage my expertise and successes to provide significant value to One Park Financial. I look forward to arranging a time to discuss how I can help you achieve your business objectives.

Thank you, in advance, for your time and consideration.

Sincerely,

Nathan Brown, MBA/IT, MAOM

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**Chief Information Officer**

*Transformative Senior Executive Who Leads Technological and Cultural Change.*

Financial executive with over 33-years' experience leading operations, customer service and information technology. Customer-focused change agent who builds highly talented, service teams, streamlines processes and leverages new technologies to expand product portfolios and reduce costs.

Highlights of Expertise

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| * Strategic & Growth Planning | * Risk / Compliance | * Customer Experience |
| * Policy Development/Fulfilment | * Digital Transformation | * Strategic Alignment |
| * Program Management | * High Performance Leadership | * IT & Cybersecurity |
| * Community Involvement | * Business Analytics | * Budget Prep & MGMT |

# Professional Experience

Knoxville TVA Employees Credit Union, Knoxville, TN

**Chief Information Officer** (July 2011 - March 2019)

*Directed 16-person IT department for $2.2B credit union.*

Formulated annual and five-year strategic information plans and oversaw the selection, procurement, installation, testing, and operations of new hardware, software, and other technological resources, as well as the constant updating of legacy assets. Managed within annual budget that averaged $5M without exceeding it. Designed technological resources and support to improve member experience, such as Help Desk to ensure most IT jobs were completed in less than 2 hours. Collaborated with other management to establish IT policies and procedures in compliance with NCUA audit standards resulting in near perfect results.

* Maintained system uptime of 99.92% on average.
* Developed service culture in IT with the lowest turnover rate in the CU (no turnover 2016 to 2019).
* Maintained close relationships with departments, vendors and the Board.
* Constructed CU’s first in-house Disaster Recovery (DR) plan and hot site without core vendor support.
* Added responsibility for eCommerce, Credit & Debit Cards and ATM areas (2011 to 2013).
* Slashed eCommerce cost in half by changing home banking and bill pay vendors resulting in better service to the members and the staff.
* Absorbed people and technology of a CU merger partner, migrating their systems and members.
* Developed and revised all IT policies and procedures.
* Supported 450+ FTEs, two administration buildings and 22 branches, several up to two hours away.

Robins Financial Credit Union, Warner Robins, GA

**Vice President, Electronic Services** (April 2001 - June 2011)

*Headed IT and eCommerce Departments for $2.6B credit union chartered in the state of Georgia.*

Set IT strategy and supervised the technological infrastructure as well as oversaw the CU’s website and growing portfolio of e-banking products. Hired, trained, and motivated service-oriented staff of 50 with the CU’s lowest turnover rate.  Attended local, state, national, and international industry events to represent the CU.

* Previously was Director of Information Technology, the most senior IT position (2001 to 2003) and at various times was responsible for Card Services and Processing, Call Center, and Facilities.
* No systems downtime for almost five consecutive years (before failover options).
* Reduced Call Center call volume by 3K in first five months through a new service culture and cross-selling other self-service products.
* e-Product penetration was over 40%, with e-banking products becoming the highest transaction branch.
* Manager of the Quarter (2002, Q2).
* Supported 300+ FTEs, three administration buildings and 20 branches.

***Previous Experience***

**Founder** • Credit Union Internet Solutions, Jacksonville, FL

**Operations/Marketing Director** *•* Alive Credit Union, Jacksonville, FL

**Credit Card Operations Supervisor/Senior Loan Officer** • 121 Financial Credit Union, Jacksonville, FL

**Computer Operator** • Tyndall Federal Credit Union, Panama City, FL

# Education, Personal Development & Community Involvement

**Bachelor of Science, Business Administration***University of the Philippines\* 1986*

**Master of Arts, Organizational Management**   
*University of Phoenix, Jacksonville, FL 2000*

**Master of Business Administration**  
*American Military University, Charles Town, WV 2015*

**MicroMasters in Digital Leadership** *Boston University, Boston, MA 2018 - Present*

***Professional Development*** *2017 to Present*

* Clay Christensen’s Disruptive Strategy, Professional Certificate, *Harvard Business School*
* Contract Law: Promise to Trust to Contract*, Harvard Business School*
* High Performance Leadership, Professional Certificate, *Cornell University*
* Executive Leadership, Professional Certificate, *Cornell University*
* Cybersecurity Technology, Application and Policy, Professional Certificate, *MIT*
* Leading Change in Times of Disruption, *Massachusetts Institute of Technology*
* Leading in the Digital Age, *Boston University*
* Platform Strategy for Business, *Boston University*
* Data Ethics, *University of Michigan*
* Banking Compliance Fundamentals, *Lorman Education Services*, starts this Fall

## Community Involvement

Board Member: Salvation Army, Knoxville Technology Council

Volunteer: Salvation Army, Mobil Meals

Member: Knoxville Area Urban League

\*Parents were missionaries