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

August 21, 2019

One Park Financial  
Human Resources

Dear HR Professional:

I have spent my entire career in the financial industry, working my way from teller to CIO, most recently the CIO for a $2.2B institution. I have recently moved to Murfreesboro and I am looking for opportunity which can utilize my experience, education and personal development. I am interested in the Chief Technology Officer position you have available.

My experience shows my ability to learn and lead in different areas. It also shows my previous employers trust in my abilities. Most of my financial industry experience applies to other industries as well, these include: teller, IT, marketing, operations, call centers, credit/debit cards, ATMs, processing, digital channels, website development and management, facilities, information security, physical security, new technologies/project management and lending.

My education includes two masters, including an MBA/IT and numerous professional certificates from Harvard, Cornell and MIT. Professional development is something I will always pursue to ensure I keep up with the times.

For the past 19 years, I have been the top executive technology leader for two the nation’s top credit preforming unions. My leadership was a contributing factor to their success. My areas provided excellent service to the staff and membership while staying current and secure. My track record of success has been reinforced by recruiting high-caliber talent and encouraging professional growth at all levels. Confident I can deliver the same results with you; I invite you to review my resume in detail.

I look forward to hearing from you and discussing how my experience and education can benefit One Park Financial.

Sincerely,

Nathan Brown, MBA/IT

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

**Executive IT Leadership**

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

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

Highlights of Expertise

|  |  |  |
| --- | --- | --- |
| * Strategic Planning | * Risk Assessment / Audits | * Customer Experience |
| * Disaster Recovery | * Digital Transformation | * Strategic Alignment |
| * Return on Investment | * High Performance Leadership | * IT & Cybersecurity |

# 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 customer 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 federal National Credit Union Administration (NCUA) audit standards.

* 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).
* Produced near-perfect NCUA audits each year.
* 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 members and staff.
* Absorbed people and technology of CU merger partner, migrating their systems and customers.

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 cross-selling other self-service products.
* e-Product penetration with e-products was over 40%, with e-banking products becoming the highest transaction branch.
* Manager of the Quarter (2002, Q2).

# Education, Personal Development & Community Involvement

**Master of Arts, Organizational Management**   
*University of Phoenix*

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

***Professional Development***

* Clay Christensen’s Disruptive Strategy, Harvard Business School
* Contract Law: Promise to Trust to Contract,  Harvard Business School
* High Performance Leadership, Cornell University
* Executive Leadership, Cornell University
* Cybersecurity Technology, Application and Policy, Massachusetts Institute of Technology
* 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
* Microsoft Professional Program in Cybersecurity *(in progress)*

## Community Involvement

Board Member, Salvation Army, Knoxville Technology Council

Volunteer, Salvation Army, Mobil Meals

Member, Knoxville Area Urban League

Resume’ represents 2000 to present