

DANIEL CHEN

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WORK EXPERIENCE

LENDFIRM

Chicago, IL

Chief Operating Officer

06/2017 – 03/2020

- Managed all aspects of Buy Now Pay Later (BNPL) Fintech startup - with a focus on operations, people, and technology - realizing a sixfold increase in revenue while achieving profitability
- Hired, trained, and managed eight individuals to perform customer service, underwriting, and collection functions, who consistently met origination targets and customer satisfaction metrics (NPS, CES, CSAT) while maintaining 100% compliance with established policies, procedures, and regulatory requirements
- Collaborated with design and development teams to create a product roadmap for launching new lending platform
- Oversaw end-to-end development, integration, and testing of lending platform by managing two development teams over a 12-month project using agile methodologies to deliver the project ahead of schedule and under budget
- Managed two development teams to build custom integration of lending platform into Magento e-Commerce ecosystem using RESTful APIs
- Identified key operating metrics and established KPIs for underwriting, collections, and customer service, performing monthly reviews to hold teams accountable
- Instituted a task queue workflow for processing loan applications, reducing average loan approval times by 1.5 days
- Authored credit risk management framework – established risk appetite limits; wrote policies for approving and monitoring credit risk; developed processes for assessing, measuring, and controlling credit risk on an individual and portfolio basis
- Developed, monitored, and revised underwriting policies and procedures to maximize loan approval rates while minimizing credit risk exposure, achieving an eightfold increase in receivables while averaging net loss rates of 10% on monthly vintages on unsecured consumer installment portfolio
- Utilized credit bureau data and alternative data sources to develop scoring models using Random Forests and Logistic Regression for fraud detection and underwriting

HONOR FINANCE

Chicago, IL

Director of Credit Risk & Analytics

06/2014 – 06/2017

- Spearheaded the development and integration of a credit scorecard (PD model using loan application and credit bureau data) into loan origination system, reducing loan approval time by 10% and default rates by 17%
- Developed and maintained credit loss forecasting model and established loss provisioning policy on subprime auto portfolio, consistently forecasting credit losses within 10% of quarterly actuals
- Delivered quarterly portfolio performance reviews to senior management along with actionable strategies to mitigate credit risk and improve profitability through out portfolio's life cycle
- Designed risk-based pricing model and performed monthly reviews of loan application data alongside underwriting department to ensure credit decisions were adhering to credit policies while maximizing loan terms
- Performed ad hoc analysis and presented recommendations to senior management on strategic credit initiatives, including changes to loan pricing, roll out of new loan products, and acquiring loan portfolios
- Improved data analytics and reporting processes by consolidating data sources into SQL database and implementing company-wide analysis tools
- Identified key metrics for underwriting, credit risk, customer service, and collections and automated reporting of KPIs, KRIs, and dashboards with Tableau
- Assisted senior management in developing risk management framework to manage credit and regulatory risk

Director of Financial Planning & Analysis

06/2012 – 06/2014

- First hire in newly created FP&A department, hiring and developing a team of three financial analysts
- Collaborated with business unit leaders to develop company-wide financial statement model and operating plan, running quarterly reviews to update strategic plans, enhance financial projections and drive accountability
- Led preparation of monthly, quarterly, and annual Board reports, providing variance analysis on key financial and operational metrics along with insight on financial performance and strategic initiatives
- Developed and maintained company-wide cash flow model and performed sensitivity analysis to establish capital raising timelines during company's high-growth stage
- Assisted senior management in developing a growth roadmap for opening new branches by synthesizing data from a dealership database to identify low competition regions, resulting in the opening of 12 new branches
- Analyzed data from CRM to determine customer service and collector capacity and collaborated with HR to develop a hiring roadmap, scaling the service team from 10 to 90 employees
- Assembled investor materials during several rounds of capital raising, assisting senior management raise \$500MM

COLONNADE ADVISORS

Chicago, IL

Financial Analyst, Mergers & Acquisitions

01/2006 – 10/2011

- Worked directly under three managing directors at middle-market investment bank on sixteen sell-side merger and acquisition (M&A) transactions – completing fourteen transactions in the financial services sector, and two in the manufacturing sector
- Collaborated directly with the senior management of client companies to build five-year pro-forma financial statement models (P&L, balance sheet, cash flow statement) following GAAP
- Performed valuations on client companies and potential acquisition targets using discounted cash flow, leveraged buyout, accretion/dilution, and trading and transaction comparable analysis

EDUCATION

NORTHWESTERN UNIVERSITY KELLOGG SCHOOL OF MANAGEMENT

Chicago, IL

Master of Business Administration, Concentrations in Finance, Innovation & Entrepreneurship

09/2013 – 06/2016

- Presented as team lead at the Northwestern University Venture Challenge
- Organized 1st and 2nd annual part-time MBA ski trip

UNIVERSITY OF ILLINOIS URBANA CHAMPAIGN

Champaign, IL

Bachelor of Science in Electrical Engineering, Minor in Bioengineering

09/2000 – 12/2004

SKILLS

SQL, Python, JavaScript, Node.js, Tableau, Power BI, Microsoft Excel