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Data focused professional with over 27+ years of experience

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## Experience



### Data Delivery Advisor

Huntington National Bank · Full-time

Feb 2022 - Present · 1 yr 7 mos

Remote, South Carolina

Collaborate with business leaders across the enterprise to streamline engagements with the Chief Data Office and Enterprise Data organization, enhance customer satisfaction, reduce risk, and deliver revenue growth. Participate in product planning, implementation and managing change in a fast-paced, agile environment while understanding delivery trade-offs with a demonstrated ability to drive alignment with key stakeholders. Translate business goals into creative solutions that empower customers by enabling access to data and insights. Provide input into the creation of data product roadmaps while also defining and monitoring objectives through Key Performance Indicators (KPIs). Serve as a consultant on the evaluation and selection process for data asset features, integration solutions, and enhancements. Advise on options, risk, cost vs. benefits, and impacts on business processes and goals while keeping security, scalability and performance in mind



### Director, Enterprise Data Services

United Community Bank · Full-time

Dec 2018 - Jan 2022 · 3 yrs 2 mos

Greenville, South Carolina, United States · On-site

Responsible for the integration, warehousing, and reporting of data associated with an ~\$18B financial institution. Managing a diverse team of employees and contracted resources to ensure high availability and timely implementation of data assets across the enterprise. Leveraging knowledge and experience of various technologies to provide technical, tactical, and strategic guidance on the use of data management tools in the design, roll-out, and uptime of the firm's enterprise data systems.

- Responsible for the roadmap and delivery of next generation data platforms and reporting capabilities

- Developing a Master Data Management strategy from scratch focusing on Customer, Product, Service and Account domains; in conjunction with corporate reference data management

- Oversee the day to day operations and project decisions in areas of data architecture, data warehousing, ETL and data integrations, database configuration, storage, and back-up strategies

- Evaluate and implement new technologies to improve data lineage, data quality, and documentation

- Collaborate closely with the offices of the CISO and CDO to ensure data security, data integrity and proper controls are built into the data architecture, reporting platforms, and self-service tools



### JPMorgan Chase & Co.

Full-time · 14 yrs

#### • Vice President

Jan 2014 - Dec 2018 · 5 yrs

Columbus, Ohio Metropolitan Area

Program Manager / Corporate Learning & Technology, 2014 – 2018  
Led a team of innovators utilizing a disciplined methodology and business focus approach to develop a wide variety of high-quality personal development programs, focusing on technology and operations world-wide. Aligned key stakeholders across programs, geographic regions, and business functions. Drove large cross-functional project management and financial rigor, ensuring realistic planning that supported strategic objectives and timelines. Cultivated relationships and collaborated across varied practice areas; coordinated business strategy, road-map, budgeting, and implementation procedures.

- Achieved a \$3.5M reduction in overall costs by navigating complex contract negotiations, eliminating inefficiencies and inessential fees

contract negotiations, eliminating redundancies and inefficiencies.

- Increased employee training program by 62%; led team of 35 resources in the global delivery of 32 engagements.
- Guided transition of project management methodology from Waterfall to Agile; creating robust process improvement and planning utility.

## Operations Manager

Jan 2011 - Dec 2014 · 4 yrs  
Columbus, Ohio, United States

Managed the design, build, and deployment of key initiatives ranging from enterprise technology to big data and mobile solutions. Applied process improvements in data collection and analysis, maximizing financial services efficiency company-wide.

- Reduced execution time of risk scoring process by 600%; collaborated with SAS/Teradata to enable additional analysis metrics, improving overall predictability and accuracy of credit risk forecasting models.
- Managed PMO projects valued at \$45M; led activities for 40+ concurrent initiatives with zero under-performance.
- Increased revenue generated from new accounts by 15% from existing customers while decreasing credit loss by 10%.
- Led corporate enterprise in data collection and analysis of 10M+ accounts, driving alignment across Credit Risk teams.

## Director

Jan 2009 - Dec 2011 · 3 yrs  
Columbus, Ohio, United States

Provided technical support for corporate functions, including Global Finance, Corporate Treasury, Risk Management, Compliance, and Global Supplier Services. Executed large-scale technology programs and software implementations across multiple lines of business and functional business areas; collaborated with Risk Council to complete risk assessment identifying areas for opportunity and improvement.

- Managed the migration of 42+ global systems, processing ~\$30B in transactions, on time and within budget.
- Negotiated and controlled transfer of large call center from Accenture to IBM with minimal interruption, maintaining 92% customer satisfaction rating of service.
- Managed \$15.6M in funds; supervised 65 employees in dispersed geographic locations.

## Project Development Manager

Jan 2007 - Dec 2009 · 3 yrs  
Columbus, Ohio, United States

Improved design, analytics, development, coding, testing, and application programming to create high-quality products. Collaborated with high-performing individuals enterprise-wide to accomplish goals. Utilized business analysis, development, and software improvement skills to deliver applications and services to build and maintain a technological edge. Evaluated fiscal budget, annual forecast, and project expenditure review processes.

- Implemented development and project endeavors of 20+ applications in servicing, collections and commercial lending business units.
- Researched, interviewed, and contracted third-party service providers to staff L1-L2 tech support estimated to save \$10M over a three-year period.
- Cultivated vendor partnerships in negotiations, managing performance through periodic reviews and evaluations.
- Established re-occurring client review meeting schedule and touchpoints, ensuring clear understanding of requirements; increased customer support and contact through relationship building to meet end-user needs.

- **Database Manager**  
Jan 2005 - Dec 2007 · 3 yrs  
Columbus, Ohio Metropolitan Area

Supervised 15 resources while making improvements in information storage and data privacy. Designed, tested, and implemented software protecting consumer information, mitigating risk and advancing disaster recovery capabilities.

Generated 37% increase in finance product inquiries; developed software and database applications to support targeted Home Finance marketing program.

Lowered cost and boosted operability of data warehouse; planned and led the migration of critical servers.

Spearheaded corporate policy change and introduced an innovative financial service: the first in financial institution history.

#### People also viewed



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Inventory Management Analyst at Abercrombie & Fitch

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