

Tim Siegel

123 Fourth Street, No. ABC
Palo Alto, California 94301

650-000-0000 (home)
650-000-0000 (cell)
timsiegel@email.com

Senior Operations / Management Consulting Executive

Commercial & Student Loans • Bank Mergers • Reorganizations & Consolidations

Senior Management Executive with 18 years of project management, technology integration, and business process management experience with the nation's largest financial institutions, including multi-million dollar national initiatives to consolidate and reposition corporate strategies and improve profit performance. Recruitment and management of up to 75 team members. Experience in large-scale commercial and consumer loan operations centers with hands on leadership experience in six bank mergers: BANK NAME, BANKBOSTON, WACHOVIA BANK, BANK NAME, CARDINAL FEDERAL SAVINGS BANK, and SOCIETY BANK.

- Team & Project Leadership
- Project Planning & Allocation
- Business Requirements Documentation
- Budgets & Financial Forecasting
- Business to Vendor Relations
- Escalation Point of Contact
- Workflow Management Systems
- Tracking & Reconciliation
- Vendor / Client Relations
- Policies & Procedures Development
- Contract & Pricing Negotiations
- Staff Recruiting & Training

EXPERIENCE

Bank Name, New York, NY

2004–present

INTERNET PROJECT MANAGER, CONSUMER ON-LINE GROUP (COG)

Manage multi-faceted, sophisticated technology and process change projects. Liaise with business and technical organizations, manage development queue, and coordinate internal COG report development needs.

- Manage technology and business teams responsible for serving 600 staff members in Seattle, Des Moines, and Toledo who daily facilitate 11,000 customer telephone calls and 4,500 e-mail queries.
- Principle COG liaison for seven major software releases and ten maintenance releases for on-line Bill Pay Program.
- Oversee projects relating to fraud case management and a suspicious activity identification program, which scans hundreds of thousands of on-line customer banking transactions per day.

Consulting Firm, LLP, Washington, D.C.

1996–2003

SENIOR CONSULTANT (1999–2003)

CONSULTANT (1996–1999)

Promoted to consult with top-tier financial institutions and multi-million dollar government agencies, specializing in retail banking, capital markets, and student lending. Managed teams of up to 70 consultants and client team members on engagements nationwide.

Selected Projects:

- **CLIENT, Washington, D.C.; Debt Collection Project:** Made reorganization recommendations to save \$102 million, and made possible additional savings of \$150 million to \$400 million for the U.S. Treasury.
- **eServicing Project:** Created the business case and directed negotiations that resulted in a \$41.6 million contract over five years.
- **Modernization Kickoff:** Saved client \$58 million over four years by

Consulting Firm, LLP (continued)

rearchitecting the loan servicing systems. Created a share-in-savings business case. Scoped and launched a project to redesign the web-based [xyz application].

- **CLIENT, Boston, MA; *Customer Destination Site Project*:** Established a Project Management Office (PMO) to develop and implement the project management processes necessary to coordinate and manage the multiple teams involved in Release 1 of a web portal.
- **CLIENT, New York, NY; *Foreign Exchange/Derivatives Trading Systems Review Project*:** Reviewed in-process Treasury and Payments projects; validated the underlying technology solution; and recommended changes to scope, approach, organization, and project tools.
- **CLIENT, Boston, MA; *Bay Bank Merger*:** Coordinated and managed the Cash Management bank-wide integration testing efforts for a \$75 billion merger. ***CA7 Scheduler Review*:** Led an emergency effort to determine the disposition of 3,700 mainframe jobs in the CA7 Scheduler system as part of a merger. Worked with the owners of 70+ applications to determine which jobs would be modified or terminated.

Bank Name, Cincinnati, OH

1990–1994

PROJECT MANAGER, COMMERCIAL LOAN SYSTEM SUPPORT (1992–1994)

MANAGER, COMMERCIAL LOAN SERVICES (1990–1992)

Managed 45 employees and an annual budget of \$1.75 million in Commercial Loan Operations including payment/advance processing, new loan setup, customer service call center. Developed and implemented streamlined processes to complement new technology.

Selected Results:

- Implemented client-server document imaging and workflow system in Commercial Loan Services, which resulted in a two year ROI through 10% FTE reduction in document review function.
- Created \$2 million savings by analyzing Commercial Loan Services function during merger of Bank 1 and Bank 2. Created a regional service delivery framework for the new national organization, which downsized 12 sites to 4 sites.
- Led a team of three consultants and three bank staff through a nine month design phase of a business process reengineering project. Standardized workflows and identified technology needs.
- Downsized staff by 20% and reduced errors by 10% by implementing process improvements.

Bank Name, Cleveland, OH

1985–1990

STAFF ACCOUNTANT & REGULATORY COORDINATION SUPERVISOR

Performed contract administration, and coordinated regulatory and internal audits. Served as *Interim Manager* of residential real estate-owned and secondary marketing departments.

EDUCATION

Columbia University

New York, New York

Master of Business Administration, 2005

University of Michigan

Dearborn, Michigan

Bachelor of Business Administration, 1985