Theresa Sloan

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# Summary

I offer extensive experience in all aspects of client management at the executive level, project management and banking, including management of large groups, Loan Origination Systems (LOS) implementations, retail bank development and management, loan servicing, mortgage lending and operations. I have strong skills in management of large scale process improvement and projects with an emphasis on technology projects. I effectively manage contributors to a project enabling easy translation of the needs of the business users into requirements for the technology group. I understand the technology challenges, so can explain those to the business to reach a mutually acceptable solution. I consistently build strong teams by learning what motivates individuals to perform at a peak level. I am quick to grasp new concepts and readily combine new and old information to drive to the best results.

# EXPERIENCE

**Black Knight Financial Services - Senior Vice President**

January 2012 - May 2017

**Client Delivery Director, Senior Delivery Executive**

Responsible for executive relationship management and services delivery for multiple loan originations products for a portfolio of mortgage lenders. Served as a strategic partner for key clients, acted as the primary management contact and client liaison with the responsibility for client satisfaction, maintaining client communication, the management of the client relationship and delivery of all services. Kept Black Knight executive leadership team current on all client activities and opportunities. Responsible for Client delivery of all originations products and services, averaging revenue of $20MM annually. Managed teams of Service Delivery Executives, Project Managers, Business Consultants and IT partners to deliver successful implementations of Loan Originations Systems and ongoing services while establishing and strengthening relationships with clients' executive teams.

**Mortgage Cadence**

June 2011 - January 2012

**Director, Project Management Office**

Directed all project management activities related to internal projects including release management and enhancements to products and features. Managed projects for software implementation for new client as well as enhancements for existing clients.

**Strategic Implementation Manager**

Managed implementation projects for a strategically oriented project management office with the objective of unparalleled customer service while prioritizing and optimizing the resulting value from the projects consistent with the strategy of the organization and the commitments made to clients.

**Aurora Loan Services - Vice President**

April 2007 - February 2008 and November 2009 - March 2010

**Business Process Consultant**

Managed risk control projects for the Home Retention Group. Implemented Management Action Plans resulting from a Risk Control Assessment. Defined and implemented process improvements. Implemented HAMP changes in Fidelity system.

**Site Manager, Retail Lending**

Managed Retail loan operation from new loan setup through post close delivery to investors. Defined and controlled processes throughout the loan lifecycle. Managed relationship with Sales team, Fraud, Compliance and Risk partners and investors. Acted as Subject Matter Expert for the Home Affordable Modification Program (HAMP) and Home Affordable Refinance Program (HARP). Managed business project to set up the St. Louis HAMP team to handle loan modifications. Defined process for management of the Home Affordable Refinance Program (HARP). Managed correspondent delivery of loans to Citimortgage.

**Chief of Staff, Wholesale Operations**

Improved operational procedures across four sites. Increased efficiencies in Operations Centers. Built successful relationships with vendors. Developed data validation team in Mumbai. Implemented Compliance/Risk controls.

**Senior Project Manager, Business**

Managed implementation of the Empower Loan Originations System. Ensured business needs were met and worked directly with the Technology team to ensure timely delivery.

**Wells Fargo**

October 2001 - March 2007

**Strategic Change Manager**

Established project governance methodology for cross-functional teams. Created an effective review of policies/procedures. Used results of post-project surveys to implement best practices. Standardized change management documentation. Developed and implemented a standardized communication plan.

**Operations Manager**

Managed multiple teams. Improved process consistencies across two shifts. Reduced cycle time (application to funding). Coordinated functional cross training

**Bombardier Capital - Site Director**

April 1998 - September 2001

Implemented a new loan servicing system. Improved billing accuracy from 50% to 95%. Built Western Regional Office into a high performing team. Created standard communication guidelines between regional offices. Reduced error rate on loan packages to less than 5%.

**Peoples National Bank - Assistant Vice President/Bank Manager**

July 1994 - April 1998

Developed merchant credit card processing program. Planned and opened first in-store branch. Hired/trained all staff. Increased deposits to exceed projections in the first year. Led system conversion team for acquisitions.

**Education**

Midlands Technical College, Columbia, SC

Business Management

Western Governors University, Salt Lake City UT

Business, Information Technology Management

**References Available Upon Request**