Ricky\*Lee Rowell

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| Roles:   * IT Project Manager * Appl Dev Project Manager   Technical Project Manager   * METHODOLOGIES:   SDLC  Waterfall  Iterative  Agile  PMBOK  Lean Six Sigma  SBOK  Tools:  MS Office  Visio  SharePoint  MS Project  Jira  Quality Center/ALM  Clarity  ServiceNow  SQL Management Studio  AFS  ACBS  SHAW  CALMS  Confluence  SQL  Adobe Photoshop Suite  IndustrIES:  Information Technology  Computer Software Development  Financial Services  Banking  Marketing  **EDUCATION/CERTIFICATIONS:**  Evangel University, Bachelor of Science in Psychology  PMP – Project Management Institute  CSM – VMEdu  Six Sigma Black Belt ￨ Six Sigma Green Belt– Bank of America | Experience Summary:  Project Management ￨ IT Operations  Six Sigma Methodology ￨ Agile / Waterfall Methodologies ￨ Commercial / Auto Lending ￨ Vendor Management  Data Analysis ￨ Custom Development ￨ Strategic Analysis / Planning ￨ Risk Management ￨ Budget Management  **Highly Accomplished PMP** who drives multi-site project initiatives through to successful completion via proven knowledge of diverse project methodologies, and who thrives within rapidly evolving scenarios with the determination to exceed client / partner expectations. **Hands-On Self-Starter** who exhibits up-to-date trends awareness of collateralized / non-collateralized banking products across commercial, consumer, dealer financial, leasing, asset-based lending, wealth and investment management, private banking, and business banking.  **Innovative Thought Leader** who gains buy-in among multidisciplinary teams of Project Managers, Developers, and Business Analysts, among others, to promote unified objectives, enhanced accountability, and incredible goal achievement that aligns with a company’s mission. **Six Sigma** certified leaderwho builds solid alliances among executive-level decision-makers and who contributes solutions-centric critical thinking for change-focused results. |

**CHRONOLOGICAL SUMMARY OF EXPERIENCE**

Exigo Office, Inc. (12/2014 – 06/2019)

**Implementations Project Manager**

Capitalize on the opportunity to lead the forward-thinking conversion of 28 clients to Exigo software (B2C) to-date within multiple countries. Mentor and manage 2 Agile teams of Implementation Pods that included Project Coordinators, Business Analysts, Web Developers, Custom .NET Developers, and Mobile Application Developers. Draft and disseminate training documentation for the full Exigo system, including translating the documentation into dynamic training videos for use by the company’s clients.

* Directly managed the conversion of 28 clients with teams in multiple countries
* Directly managed the full SDLC for custom eCommerce and BackOffice websites
* Owned all clients from Sales Handoff to 30 Days Post Implementation
* Analyzed and prepared client data and processes to move to a Cloud based system
* Directly led project to design and execute the Implementation Process
* Wrote the system documentation for Exigo and created a web training hub for clients

**Project Manager – Custom Programming**

Applied strong leadership talents toward managing the work of a top-performing team of Developers and Business Analysts focused on customizations for existing clients. Contributed skill with areas of responsibility that included Order Calculation Engine, Money In / Out, Logistics, Invoices, Marketing / Promotion Engine and other Custom Services per clients’ needs.

* Proactively planned and managed a cost-effective team budget
* Expertly analyzed and improved upon processes to boost productivity
* Analyzed Issue Data for Trends and Root Cause
* Directly managed large projects to improve client user experience

Exeter Finance (10/2012 – 11/2014)

*Strategic Originations / Marketing*

**Program Manager**

Developed a valuable partner relationship with a large-scale automobile manufacturer from inception through to pilot, including building out business and technology processes to support the pilot, as well as developing dealership and customer loyalty programs. Developed, implemented, and managed a nationwide pilot partnership with Uber that was designed to work with Toyota and GMC manufacturers to provide nationwide vehicles for Uber drivers. Managed a profitable partner relationship with CarMax to drive continuous improvements that met company needs with a modified Agile approach used to bring efficiency in iterations.

* Directly managed a large-scale program of wide-ranging marketing projects
* Continually used Six Sigma tools to improve speed and accuracy of business and technology processes
* Designed and implemented the loan review process for the Uber relationship
* Tracked and analyzed data trends for the Uber and Ally relationships

*Originations*

**Project Manager**

Leveraged broad scope of industry knowledge toward building and sustaining mutually beneficial relationships with all IT vendors for companywide loan originations including risk analysis and management. Mentored and managed a team of Project Managers working on loan originations initiatives.

* Directly managed the $4-million Loan Origination System Conversion Project
* Completed the above project on-target and in-budget to bring 100% auto-decisioning to the company (seconds vs hours)
* Developed and implemented comprehensive project processes across the Project Management Office (PMO), including procedures and templates for Waterfall, as well as modified Waterfall / Agile.

Santander Consumer USA, Inc. (01/2011 – 10/2012)

*Loan Servicing Division*

**Delivery Manager**

Strategically steered a group of 7 Agile teams and 2 Waterfall teams that included 16 Developers, 8 Quality Assurance Resources, 4 Project Coordinators, 4 Business Analysts, and 40 Offshore Resources. Led a program that included Accounting, Servicing Applications, Correspondence, Marketing and Servicing Campaign Management, Call Quality Management, Titles Management, BK Tools, AutoIMS, and Servicing Incident Management initiatives.

* Established an OnShore / OffShore quality assurance model for all project teams under management, including effectively pioneering the Servicing Division’s daily Scrum via webcast with Offshore Resources
* Directly Led the development of 3 new applications from requirements through to deployment (CM, CQM, EIC)
* Served as Scrum Master/Project Manager for all continuous development of the Loan Servicing System

Bank of America (08/2004 – 12/2010)

*Global Corporate & Investment Banking*

**Service Delivery Manager**

Spearheaded results-focused strategic planning for the Global Corporate & Investment Banking organization, including all highly profitable Commercial Lending, Business Banking, Global Wealth and Investment Management, Asset Lending, Dealer Financial Services, Commercial Real Estate, and Private Banking areas.

* Developed and presented lucrative strategic plans to executive-level management to consolidate systems across the organization
* Created Projects and budgets from strategic plans
* Measured progress against plan, including projects, base support, and total dollars spent
* Worked to improve the overall Loan Originations and Servicing for GCIB

*Global Corporate & Investment Banking Technology*

**Project Manager, AFS**

Led a highly skilled team of Business / Systems Analysts and Project Managers in exceeding objectives within the Global Corporate and Investment Banking Technology area. Collaborated with Lines of Business to establish project priorities and report progress which was instrumental in optimizing project-centric success.

* Coached and mentored teams dedicated to project delivery
* Liaised among business experts, analysts, and software development teams
* Analyzed feasibility of centralized testing team and promoted seamless process and procedure flows
* Directly managed projects related to the following Merger/Conversion efforts: Fleet, US Trust, LaSalle, First Republic Bank, and Merrill Lynch
* Directly managed internal improvement projects to improve system performance

SouthTrust Bank (2004)

*Commercial Banking Technology*

**Project Manager, AFS**

Managed critical development and conversion projects while concurrently obtaining / documenting all business requirements, design documents, communications plans, deployment plans, and key project plans.

* Served as lead project manager for conversion of Letters of Credit from the Morgan System to the AFS system.
* Worked with Support Team to assist the Commercial Business lines with loan systems.

AmSouth Bank (2000 – 2003)

*Commercial Banking Technology & Operations*

**Business Analyst, AFS**

Played a vital role in leading a team of 12 associates within the Paid-Out Loans area, including handling all perfection / release of liens on collateral. Collaborated with Paralenders and Loan Officers to resolve issues.

* Completed formal training in Commercial / Business Banking loan documentation.
* Review of SBA and Jumbo Mortgage documentation packages for loan verification purposes.
* Improved efficiency by successfully leading a project to re-engineer the Paid-Out process.