

Quotes from a recent performance review

(complete document available on website)

“Doug communicates not only a strong confidence in himself, but also a confidence in others that encourages them to perform to their best.”

“When action is needed, he is a natural leader due to his courage and decisiveness.”

“He inspires the respect and trust of others through his openness and integrity.”

“Doug tolerates a great deal of pressure and he excels at motivating others to perform better.”

“He displays a strong dedication and commitment to excellence.”

“Doug is poised before groups, delivering informative and well-received presentations.”

CAREER SUMMARY

- Skilled in generating RFP responses and delivering potential / existing client presentations.
- Knowledgeable in managing all aspects the entire default cycle from early stage and auto-dialer collections through REO asset management and disposition.
- Project Management Professional (PMP) and Six Sigma (Green Belt) certified professional with extensive experience in managing high profile, large-scale and multi-million dollar engagements in matrix management organizations.
- MBA in Organizational Management with extensive experience in strategy development, client engagements, continuous process improvement, and capable of translating strategic direction into tangible, actionable parameters and results.
- Proficient at managing all aspects of the budgeting process, including forecasting, preparation, and monthly variance analysis reporting.
- Recognized for skill in cultivating key relationships at all levels within an organization, key clients, stakeholders, corporate vendors, and senior management / executives.
- Expert user of technology to enhance job performance and communication to ensure high levels of quality in all deliverables.

CORE COMPETENCIES

- Sales Support / RFP Response generation.
- Business Development / Account Management and Account Support
- Project Management / Program Management / (PMO)
- Corporate-wide and C-level or Executive Presentations
- Departmental / Organizational Leadership / Operations Management
- Start-up Planning / Strategic Planning / Forecasting
- Team Development / Education
- Business Consulting / Technical (IT) Consulting
- Budgeting Modeling / Budget Analysis / Variance Analysis / Reporting
- Process Control / Quality Control / Continuous Improvement Development

RECENT PROFESSIONAL EXPERIENCE

FIRST AMERICAN REO SERVICING/CORELOGIC REO SERVICES, Westlake, TX

Sr. Portfolio Manager / Operations Manager

2009–Present

CoreLogic, Inc. is a spin-off of the First American Corporation. The REO Services Division is part of the Business Information and Systems Division that includes all Outsourcing and Technology Operations.

- **Accomplishment:** Drafted RFP Documents and participated in Executive Presentations for all new clients of the REO Servicing Division. **Benefit:** Within the last 6 months, CoreLogic REO Services is now participating on the REO Servicing Panel for Bank of America, JP Morgan Chase, and Citi Mortgage, Inc.
- **Accomplishment:** Managed multiple regional and national client relationships. **Benefit:** Instituted a cohesive and thorough approach to meet and exceed all client's objectives. One of my client's was so impressed with our work improvements made during my tenure that they removed one of our competitors from their REO panel and gave us the respective increase in referral volume.
- **Accomplishment:** Served as REO Business Lead for the development of CoreLogic's VendorScape REO system. **Benefit:** Increased potential revenue opportunity for CoreLogic by providing this key module in their servicing platform while streamlining and automating much of the REO process in a comprehensive workflow and task-driven environment using web-based interfaces and services.
- **Accomplishment:** Developed internal compliance function and continuous process improvement/quality control monitoring to track client key performance indicators. **Benefit:** Reports from this process were used as a model for other client reporting endeavors.

ORIGEN FINANCIAL, LLC, ORIGEN SERVICING, INC., Fort Worth, TX

Vice President, Asset Management (REO Sales)

2006–2008

Vice President, Servicing Operations

2002–2006

Origen Servicing, Inc. was a mortgage operations center focused on servicing both chattel (manufactured housing) and single-family (conventional and sub-prime) real estate loans. The portfolio was sold to GreenTree Servicing and subsequently ceased servicing operations in 2008

Accomplishment: Initiated Operations Department and executed the project to centralize servicing from multiple regional offices into one location. **Benefit:** Lowered overhead costs by 25% and enhanced "command and control" for all levels of management.

- **Accomplishment:** Extremely adept at managing multiple cross-functional sub-departments and all major projects within the organization. **Benefit:** Instituted a cohesive and seamless approach to project management throughout the organization that ensured all stakeholder needs and objectives were accomplished according to PMI industry standards.
- **Accomplishment:** Successfully managed and completed the project to secure a Primary Servicer Quality Rating of SQ2- from Moody's in our first attempt within 2 years of becoming publicly traded. **Benefit:** Future cost of funds lowered, eliminated need for backup servicers, and increased investor confidence in organization (minimum \$300K annual expense reduction). Servicing Division received extremely high marks for process quality control and P&P documentation (both areas were under my leadership and management).
- **Accomplishment:** Planned, managed, and conducted variance analysis of entire division's budget on a monthly basis. **Benefit:** Allowed for changes to take place to make positive impact on overall expense budget that ran nearly 10% under budget for over four years due to strong fiscal management and timely review.
- **Accomplishment:** Developed internal compliance function and continuous process improvement/quality control monitoring as well as web-based Policy and Procedure management for the entire company. **Benefit:** Was asked to implement and manage corporate wide due to its success.
- **Accomplishment:** Posted 14 of the top monthly performances in company history (in Owned Portfolio Recovery) during tenure as VP, Asset Management. **Benefit:** Provided immediate impact and bottom line results by reviewing the processes involved in the sales process and implementing a unique and more effective approach to asset disposition.

RECENT PROFESSIONAL EXPERIENCE *(continued)*

SUNGARD AVAILABILITY SERVICES, PLANNING SOLUTIONS DIVISION, Irving, TX (FORMERLY COMDISCO, INC., PROFESSIONAL SERVICES ORG.)

Managing Consultant

1999–2002

Comdisco/SunGard Availability Services is a professional services organization focused on providing business continuity consulting and services.

- **Accomplishment:** Recognized (as a “SunGard Star”) for successfully managing large-scale, multi-million-dollar, multiple-location projects. **Benefit:** Strong project management skills and exceptional interpersonal skills allow even “difficult projects” to be completed on time, under budget, and surpass the customer’s expectations. Extremely adept at managing the client’s expectations to ensure satisfaction and managing vendor performance.
- **Accomplishment:** Specialized in Business Impact Analysis and Risk Management Projects that included redefining the Comdisco/SunGard BIA methodology. **Benefit:** Provided a more effective and powerful data collection and validation tool kit that reduced the time required from extremely valuable Executive / C-level personnel on these types of projects by a minimum of 10%. I was often assigned to a projects that involved executive-level, senior manager participation to ensure the maximum use of their time and consistent results.

BANK OF AMERICA, CONSUMER COLLECTION STRATEGY GROUP, Fort Worth, TX

Vice President-Project Manager/Operations Analyst

1999

BANK OF AMERICA, HOME EQUITY PARTNERS, Fort Worth, TX

(FORMERLY NATIONSCREDIT CONSUMER FINANCE CREDIT CORPORATION)

Vice President-Strategic Projects Manager

1998–1999

Network Engineer

1997–1998

The Consumer Collection Strategy Group serviced all high-risk collection divisions within the Consumer Finance Division.

- **Accomplishment:** Developed and implemented an Activity Based Management initiative for the Fort Worth Collections Center. **Benefit:** Identified opportunities to reduce waste. The ABM project was designed to be portable to other Consumer Finance Group facilities and it identified opportunities to improve productivity by at least 15% across multiple platforms.
- **Accomplishment:** Developed variable staffing models and metrics used to drive budgeting process. **Benefit:** Increased management’s understanding of personnel budgeting requirements which allowed for a 10% reduction in force with no loss in productivity or quality.
- **Accomplishment:** Managed conversion audit of mortgage loans from legacy system to CPI (Alltel). **Benefit:** Conversion caused many customer service and loan payment issues that had to be resolved through careful audit of sample to find patterns of errors and omissions in the conversion. Provided due diligence of new portfolios being loaded into new system as bank mergers progressed.

EDUCATION AND PROFESSIONAL CERTIFICATIONS

- **MBA – ORGANIZATIONAL MANAGEMENT, BBA – INFORMATION RESOURCE MANAGEMENT**
Both from Texas Wesleyan University, Fort Worth, TX (*MBA GRADUATED MAGNA CUM LAUDE*)
- PMP – PROJECT MANAGEMENT PROFESSIONAL – Project Management Institute**
- SSGB – SIX SIGMA GREEN BELT – Aveta Business Solutions (Six Sigma Online)**