

ROBERT PRESLEY SARCHET

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PROFILE: Driven leader with proven ability to develop teams with multi-functional goals to exceed deadlines. Effective in disseminating information in a meaningful way with a wide financial knowledge base across different applications and specialties. Highly organized and structured to achieve goals both as a team and individually. Ability to manage multiple priorities, people, responsibilities, and organizations.

KEY LEADERSHIP EXPERIENCE:

- Relationship Management
- Lean Six Sigma
- Operations Management
- Statistical Data Analysis
- Mentoring / Motivating / Coaching
- Training & Development
- Event Facilitation
- Process Improvement
- Hiring, Staffing, & Resourcing

PROFESSIONAL EXPERIENCE:**Wells Fargo, Home Lending**

West Des Moines, IA

May 2013 to Present

Vice President, Business Process

- Responsible for leading process review and improvement recommendations through project initiatives across home mortgage servicing (both default and performing) internal business units and external investors
- Developed and implemented improvements in such areas as invoice management, fee governance / risk management, property preservation, legal, investor claims, sales and acquisitions, and data analytics
- Facilitated Rapid Process Improvement (Kaizen) events to validate current state, identify future state processes and develop an implementation plan for the necessary changes
- Instructed training courses on improvement concepts & tools ranging from multi-day sessions to one hour programs
- Developed curriculum for courses and standards for peer groups leading various training opportunities
- Mentored Black Belt & Green Belt applicants through certification process and college students as part of Accelerated Management Program

City of Polk City

Polk City, IA

January 2007 to Present

Councilman

- Appointed in March 2015 and elected in November 2015 to four-year term serving as elected governing body (one of five seats) for municipal government of community of 4,500 citizens
- Finance Committee member managing annual city budget of \$10M
- Member of Des Moines Metro Advisory Committee serving greater metropolitan area

Firefighter & Emergency Medical Technician

- Past Captain & Lieutenant (stepped down when appointed to council); currently serving as member of staffed & paid-on-call emergency services provider for residential, commercial and recreational response areas
- Additional training and Specialties: Ice Rescue Specialist and Hazardous Materials Operations
- Past treasurer for department 501(c)3 association handling discretionary spending outside of city-budgeted items

ING (Voya) U.S. Financial Services

Des Moines, IA

August 2002 to May 2013

Enterprise Business Information Manager

- Responsible for building and implementing an entirely new metrics profile for 100-person operational department handling broker/dealer transaction processing, call center, mailroom, trade review, data entry, and suitability review
- Identify key metrics that impact multiple teams to develop indicators to provide appropriate staffing and, when needed, cross-trained employees or temporary employment as part of a predictive staffing model
- Provide feedback and analysis of departmental performance to management with recommendations on new initiatives and additional training opportunities
- Led peer group on exam preparation, statistical teach-backs, and project tools review
- Facilitated special project for high-level producing representatives breaking down commissions and business drivers involving compiling data from multiple systems into a unified database and presentation tool

Six Sigma Black Belt Project Manager

- Led projects by facilitating project meetings, analyzing data, developing improvements, reporting progress, implementing process controls, and tracking results
- Project benefits include: \$25M retained assets through contact center client education program, \$1.8M in risk reduction through defect eliminations, and creation of new job profiles and additional positions
- Completed eight individual projects, mentored two smaller team driven projects, and led three kaizen events
- Led two business units through company-wide Speed to Market initiative decreasing product launch time by 50%
- Utilized statistical analysis tools to identify and validate root cause(s), relationships between variables, and graphical analysis of metrics and outputs
- Work closely with all company departments to manage improvements and implement process control for sustainable results after completion of a project that are self-sufficient with the area/department responsible
- Passed Black Belt Examination; completed DMAIC and statistical training

Operations Supervisor

- Led team consisting of 15 – 20 positions in all operational aspects of contract processes and facilitate training for both new positions and continual education for existing roles
- Converted specialized team with set roles to 100% multi-trained team with increased flexibility and improved response to the needs of the business unit
- Conducted appraisals, performance reviews, ratings, incentive bonuses, and developmental objectives regarding team-member production and goals
- Developed metrics and prioritized reporting of any and all incidents above Risk Management threshold to establish root cause, ongoing liability, and possible corrections
- Produce and analyze monthly, quarterly, and annual reports on production and costs associated with team functions for budgeting and auditing purposes

First Financial Center, Ltd.

Cedar Rapids, IA

March 2001 to August 2002

Registered Representative

- Recruited & managed new clients on establishing initial savings plan to address future financial goals and objectives
- Financial tools marketed were Mutual Funds, Savings Accounts, Life Insurance, and Annuities
- Member of peer group reviewing and advising financial situations and new software applications
- Assisted in implementing new branch office location, setup of budgeting of resources, and establishing new infrastructure for further expansion of additional representatives
- Built and compiled marketing materials for presentations for multiple agency presentations

CERTIFICATIONS, LICENSES, & LEADERSHIP ACTIVITIES:

- Six Sigma Black Belt Certification
- FINRA Series 6 Securities Registration License
- FINRA Series 63 Securities Registration License
- Life, Accident, & Health Insurance License
- Emergency Medical Technician Certification
- Firefighter I & II Certifications
- Fire Instructor I Certification
- Four Seasons Festival Executive Board Member
- North Polk School District Facilities Committee Member
- Toastmasters International Club Officer

EDUCATION:	University of Iowa	Bachelor of Arts in Economics	Iowa City, IA	2001
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