SCOTT STEVENS

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# PROFESSIONAL SUMMARY:

Self-motivated, adaptable professional with documented success in: Seviceing Data and Analytics, Marketing. I have significant strengths in:

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| --- | --- |
| * Report Analysis
 | * Project Management
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| * Process development
 | * Relationship Management
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**PROFESSIONAL EXPERIENCE:**

WELLS FARGO, Des Moines, IA **January 2012 – Present**

## AVP Servicing Data and Analytics Project Manager

Fast-paced environment requiring management of multiple projects of various sizes, requiring strong working relationships with WFF, WFHE, WFHM and WFHM.

* Managed multiple complex projects simultaneously, that enables automated reporting at the executive management level.
* Engage business lines to partner on analytical initiatives; while acting as a liaison between the business lines.
* Consult with business leaders to develop reporting and analysis needed to measure risk and effectiveness of servicing processes.

WELLS FARGO, South East Division **September 2010 – January 2012**

## Project Manager

Developed and executed a project plan to build capacity from the ground up for Wells Fargo Home Mortgage fulfillment sites in the southeast.

* Coordinated hiring and on boarding of 125 team members in the southeast region.
* Designed and facilitated a 4-week training program to on-board new employees. The program was so successful it was recommended for all Wells Fargo on-boarding.
* Developed new reporting to lower the inventory of suspended loans being managed, resulting in a 45% decrease in suspended loans in one week.
* Worked remotely from home office and traveled 75% of the time to southeast sites.

CORPORATE IMAGE, Des Moines, IA **September 2009 – September 2010**

## Marketing Consultant

Redeveloped the Mid-Atlantic region by renewing relationships with clients. Worked independently to examine new clients through cold calls, referrals, and social networking research.

* Developed one of the lowest producing territories into a profitable territory.
* Expanded customer base 196% over my predecessor, resulting in increased revenue potential within that territory.

ONE IOWA, Des Moines, IA **April 2008 – September 2009**

## Director of Marketing/Development

Developed and implemented a new marketing plan to increase membership/funding through brand development and grassroots marketing.

* Increased fundraising dollars received from 2007 to 2008 by 150%.
* Enhanced One Iowa’s memberships by 50% in one year by implementing strict branding standards, developing a social media campaign, and hosting major events each quarter.

WELLS FARGO, West Des Moines, IA **May 2002 – April 2008**

## Business Systems Consultant

Part of the Home and Consumer Finance Configuration project management team, tasked with configuring CORE for Wells Fargo’s lines of business.

* Collaborated on the release and testing of CORE modules.
* Managed multiple projects successfully met 100% of the deadlines given to me.
* Assisted in the development of a new user security process that resulted in a 100% success rate in production deployment.

## Mortgage Relationship Consultant October 2005 – April 2006

Established and maintained business partnerships with 13 mortgage companies in the Southeast and Mid-Atlantic States while marketing Home Equity products through onsite meetings and presentations with key stakeholders.

* Increased the southeast and Mid-Atlantic States satisfaction rating with Home Equity products from 80% to 98% within six months.
* Evaluates current WFHM and WFHE business practices and policies and recommended workflow changes to lower the cost to board loans and increase customer satisfaction.

## Home Equity Sales Trainer May 2003 – October 2005

Coordinated and communicated the rollout of new home equity products and credit policy updates to the Centralized sales & fulfillment teams.

* Increased Home Equity sales by introducing three new products and developed strong partnerships with the managing sales & fulfillment teams.
* Facilitated classroom and teleconference training to communicate product updates improvements.
* Responsible for introducing and troubleshooting new Equity products with upper management.

## Project Manager May 2002 – May 2003

Developed and managed a new pilot that will advise customer service teams on high profile and complex loans to ensure Home Equity relationship with corporate relocation partners remained in good standing.

* Managed, coordinated and monitored daily activities of a team of 10 employees.
* Trained team members on new Home Equity products and procedures.
* Developed SLA’s and reported to high level executives on our progress.

# COMMUNITY ACTIVITIES & RECOGNITIONS

## Executive Board Member, Metro Arts Alliance January 2002 - Present

Active member of Metro Arts Alliance for 11 years. In 2008 elected to the Board of Directors. In 2012 I was elected to the Executive Board as Vice President and incoming President.

# EDUCATION, TRAINING & CERTIFICATIONS

**Bachelor of Arts, Buena Vista University**, Storm Lake, IA **August 1998 – May 2002**

* Multiple courses in Six Sigma
* Diversity Workshops

# COMPUTER SKILLS

**Software Applications:** Microsoft Office**:** Word, Excel, Outlook, PowerPoint, Visual Basic, Publisher, Adobe Acrobat, Photoshop and Share Point

**Wells Fargo Applications:** LIS, LPS, ACAPS, and CORE