



Lauren Burgeson

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Profile

During my 13+ years of experience with Iowa State Bank, I have had the opportunity to fulfill many different roles and responsibilities. I've gained a broad knowledge of the bank's product and service offerings, general operations, support services, regulatory compliance, processes and efficiencies. This progression has strengthened my leadership and management skills and given me the opportunity to develop strong relationships with our customers and employees.

Professional Experience

Iowa State Bank

Owner

Present

Board Member

January 2016 - Present

Executive Vice President, Branch Administration

October 2015 - Present

- General oversight of five branch locations to ensure appropriate and compliant operations
- Provide leadership, supervision, training, and coaching for all Branch Managers
- Collaborate with Branch Managers to ensure continuity in all procedures and customer experience
- Assist in identifying new system capabilities and product and service offerings to enhance operational efficiencies and customer experience
- Assist in analyzing deposit products and service fees
- Responsible for the development and implementation of the bank's marketing plan
- Collaborate with other members of the bank's leadership team regarding strategic plan and strategy
- Co-Chair of Research Development & Technology Committee
- Co-Chair of Marketing Committee
- Member of Compliance & Internal Audit Committee, ALCO Committee, Compensation Committee, Profit Sharing Advisory Committee, BSA & Bank Security Committee, Strategic Planning Committee and Business Development Committee

Assistant Vice President, Branch Manager

March 2013 - October 2015

- Responsible for the daily operation and administration of Urbandale branch location
- Responsible for the hiring and training of new employees
- Knowledgeable in all bank products and services to assist with customer needs
- Execute loan origination process within lending authority
- Coordinate job assignments and prepare staff schedules
- Develop account relationships with current and prospective customers to enhance customer retention and development of new business in order to meet bank's strategic goals

- Co-Chair of Marketing Committee, member of Research Development & Technology Committee, ALCO Committee and Compliance Committee

Assistant Branch Manager

August 2009 – March 2013

- Responsible for assisting customers with all types of account requests
- Responsible for cross-selling bank products and services to meet customer needs
- Assist Customer Service Representatives as needed to cover peak hours and absences
- Experience with balancing of ATM, coin machine and bank vault
- Effective team player and assist Branch Manager with additional duties as needed

Trust Department Technician & Administrative Assistant

June 2007 – August 2009

- Responsible for processing trust account transactions and assist Trust Officers with administrative duties

Customer Service Representative

January 2006 – June 2007

- Responsible for efficient and quality service of deposit and withdrawal transactions, check cashing and loan payments. Redeem savings bonds, handle cash advances, process Treasury Tax and Loan payments and assist with customer questions in person and over the phone.

Civic Involvement

EMC National Life

Board Member (May 2018 – Present)

Member of Audit Committee, Nominating Committee and Compensation Committee

- Ensure that EMCNL operates ethically and in the best interest of its policy holders
- Provide strategic guidance for the company's long term direction
- Support the Executive Management Team and provide feedback in a positive and productive manner

Greater Des Moines Habitat for Humanity

Tri-Chair of the 2018 Women Build (March 2018 - December 2018)

- Encouraged and empowered women to take the lead on building the 12th Women Build home in the Birdland Neighborhood
- Coordinated 12 women led teams to recruit volunteers and raise money for the Women Build
- The 2018 Women Build raised over \$50,000 and recruited 177 volunteers who completed 1,200 hours of volunteer time, to build a safe and affordable home for a low income family in Des Moines

Chrysalis Foundation

Board Member (September 2016 – Present)

Board Treasurer, Finance & Investment Committee Chair (July 2017 – Present)

- Ensure that foundation resources are responsibly and prudently managed to assure long-term sustainability
- Manage Board review and action related to the Board's financial responsibilities, including working with Chrysalis staff to make sure that financial reports are made available to the Board on a timely basis
- Review the annual audit and tax reports
- Serve as board liaison to foundation investment manager, auditor and bank
- Promote the work and values of Chrysalis to the community
- Provide support and strategic guidance for the organization

Junior League of Des Moines

Member (2008 – Present)

Received JLDM Community Service Award (2016)

- Award is given to a member who, in addition to their outstanding work in league, is furthering the volunteer aspect of our mission by contributing their time and talents to other community activities.

Financial Vice President / Board Member (May 2015 – April 2016)

- Reviewed and presented financial statements on a monthly basis at board meetings
- Prepared and presented annual budget for board review and vote
- Acted as an advisor to the board and members on all financial matters
- Responsible for ensuring the League's financial affairs were carried out in a manner appropriate to the nature and scope of the League's commitments and mission

Executive Vice President / Board Member (May 2014 – April 2015)

- Led monthly meetings of the management team to facilitate dialogue and cross council communication regarding all league activities
- Supported the management team to ensure day-to-day activities were accomplished in a timely manner
- Attended monthly board meetings as a liaison between the board of directors and the management team to ensure effective communication between the two groups.

Community Vice President / Board Member (May 2012 – April 2013)

- Responsible for oversight and implementation of Junior League's selected charitable project(s), community outreach and reinvestment, and advocacy work
- Facilitated the identification of focus areas to achieve JLDM's vision of creating healthy and active communities

Assistant Community Vice President / Board Member (May 2011 – April 2012)

- Led the Community Research & Development committee in the RFP process for the selection of new community projects for JLDM
- Created relationships with community partners and other local non-profits

Participated in Mary Louise Smith Women's Leadership Institute (September 2008 – May 2009)

- Planned and implemented first Kids in the Kitchen event for JLDM

Babies Need Boxes – Iowa

Board Member (May 2016 – Jan 2018)

- Assisted with the launch of the Iowa chapter for Babies Need Boxes non-profit organization
- Developed on-going partnerships with local organizations, including local hospitals, for the distribution of baby boxes
- Responsible for promotion and marketing to raise awareness of mission

Women Helping Women Luncheon, benefiting the Des Moines Pastoral Counseling Center

Co-Chair (2015 -2016)

Committee Member (2013 – 2016)

- Oversaw all aspects of planning and implementing the Women Helping Women luncheon
- Secured corporate and individual sponsorships of event
- Contributed to the marketing and promotion of event to meet fundraising and attendance goals
- Implemented strategies to increase attendance of young professionals
- During years of involvement, attendees were 400+ and funds raised were over \$100,000

United Way Women’s Leadership Connection
Donor and member since 2010

Education

Graduate School of Banking at University of Wisconsin Madison, WI	2012 - 2014
Miami University Oxford, OH Bachelor of Science in Business Finance Major	2001 - 2005