

# BRETT M. JOHNSON

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## QUALIFICATIONS

An experienced leader in areas of project and program management as well as business process improvement. Focused on delivering business results through both strategic and tactical planning, collaboration and effective issue resolution. Skills demonstrated include:

- Leadership and management skills that are transferable across industries to achieve results
- Over 9 years direct management and 16 years indirect management experience
- Top performer delivering results for the business through program and project management
- Effective communicator at all levels including senior executive and 3rd party officials
- Committed to team talent planning and professional development of staff
- Proven efficiency with time and resource management
- Self motivated with continued focus on learning to maximize output in fast-paced environment
- Analytical to resolve short term problems while maintaining longer term strategic focus
- Relationship management with senior business and technology partners.
- Commitment to creating a positive customer experience
- Knowledge of end to end business and technology within the mortgage industry, including Origination, Fulfillment, Servicing, Loss Mitigation and Complaints.
- Certified Project Management Professional (PMP)
- Certified Scaled Agilist (SA)

## EXPERIENCE

**July 2007 – Current                      Bank of America                      Ankeny, IA - Charlotte, NC**

### **2014 - Current SVP Portfolio Manager, Mortgage Servicing Operations**

- Senior management position accountable for identification and execution of non technology business process changes spanning multiple lines of business
- Lead team of 20-30 program and project managers aligned to execution across Home Retention, Transition and Liquidation business channels to met high demands for customer excellence, operational efficiency and regulatory changes
- Maintains relationship with senior executives to assist with business prioritization and alignment to overall business strategy
- Ensures changes have high adoption rate and results are targeted and measurable
- Led program execution efforts for largest mortgage settlement in U.S. History to deliver \$7B in consumer relief to borrowers through effective outreach

### **2013 - SVP Process Design Manager, Mortgage Servicing and Operations - Default**

- Senior position within Business Process Management managing 23 team members executing successful relationship management, collection, and loss mitigation of the mortgage asset while maintaining customer excellence.
- Key contributor to implementation of CFPB compliance for Loss Mitigation
- Responsible for resource assignment and capacity planning for the Process and Workflow Center of Excellence
- Contributed to development playbook of business process standards and design

### **2012 - SVP Program Manager, Legacy Asset Servicing - Retention**

- Led Program to deliver end to end workflow process as part of a \$12MM program impacting 30,000+ team members.
- Loan Modification initiative execution team responsible for contributing to satisfaction of OCC and Treasury mandates including, Timely Mods, SPOC, and MHA.
- Manage program work to meet short term tactical need for improved process sustainability while also bridging to long term strategic goals
- Demonstrated leader in working with associate and operational readiness teams to ensure early planning and adoption

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## **2010-2011 VP Senior Change Manager, Legacy Asset Servicing - Retention**

- Ground floor leader managing team up to 7 members for introducing change management practices within Default Servicing and Retention
- Established foundational relationships between business and technology leadership to enable future change methodology.
- Developed and championed creation of small enhancement prioritization and execution routine to enable the business to continue operational improvements while addressing new external compliance requirements.
- Change management lead for executive mandate initiatives to deliver real time loan modification decision to customers for National Mortgage Outreach in less than 45 days.

## **2007-2010 VP Change Manager, Home Loans and Insurance**

- Managed Reverse Mortgage portfolio and 4 team members to deliver \$7MM Reverse Mortgage program, including financial, delivery and quality accountability
- Helped to establish and monitor key metrics for total Reverse Mortgage program to gauge success and opportunities for continuous improvement
- Worked to create strategy for new Six Sigma oriented Speed to Market technology delivery process to meet changing business environment needs
- Assisted Home Equity business partners develop requirements for complex information hub to enable new loss mitigation strategies.
- Delivered technology projects to meet challenges with Housing and Economic Recovery Act designed designed to aid at-risk homeowners in a declining market
- Managed retirement of multiple first mortgage technology applications ensuring that customer data and documents were protected and available for legal and compliance needs.
- Led post transition initiative designed to meet Secondary Marketing and Reporting requirements for new first mortgage technology platform to relieve stress on balance sheet.

**February 2006 – July 2007 MortgageHub**

**Wauke, IA**

### ***Management Consultant, Consumer Real Estate Technology***

- Lead project manager for downstream integration of a major technology platform change, including integration of origination and fulfillment data into legacy downstream systems
- Managed project budget of \$2M including weekly burn rate tracking, forecasting, change control adjustment and monthly variance reporting
- Served as liaison between business and technology partners to ensure business requirements were satisfied or adjustments made as necessary
- Worked as part of a cross-functional team to develop and communicate a new mortgage technology platform strategy for leading mortgage company
- Developed understanding for all phases of the consumer lending life cycle
- Assisted with coordination and management of overall project plan and resources for a top-tier initiative to bring on new technology platform for a leading mortgage company

**June 2000 – February 2006 Xerox Corporation**

**West Des Moines, Iowa**

### ***Services and Solutions Executive***

- Management of strategic relationships with Fortune 500 clients
- Developed, sold, and implemented multi-million dollar managed services and technology
- Development of cross vendor and customer business partnerships
- Identification and analysis of business requirements, opportunities and benefits
- Alignment of relevant technologies and services to key business objectives
- Developed impact scenarios into recommendations used for Senior Level communications

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## EDUCATION

**2006 - Current    Bank of America    Charlotte, NC**

- PMP Certification
- Scaled Agilist Certification
- Briggs Meyers Leadership
- Project and Program Management
- Risk Management Framework
- Six Sigma Greenbelt Certification Training - Fundamentals and DFSS
- Enterprise Change Management System project delivery, finance and reporting
- Software Development Lifecycle - Waterfall and Iterative

**2000 – 2006    Xerox Corporation    West Des Moines, Iowa**

- Lean Six Sigma and Project Management: Fundamentals
- Xerox Quality Training

**1996 - 2000    Drake University    Des Moines, Iowa**

*Bachelor of Arts Degree*

- Biology/Pre-Medicine Major
- Advanced coursework in the areas of Business, Education, and Communications