



## Michael Smith – PROJECT ENGAGEMENT MANAGER

### CONTACT

E: MSMITH@LOBUE.COM

### EDUCATION

MBA

University of Dallas  
Dallas TX

BBA

Texas Christian University  
Fort Worth, TX

Certified Management  
Accountant

### SKILLS

- Project Management
- Business Strategy
- Operational Management
- Training
- Business Improvement
- Mortgage Banking
- Consumer and Credit Collections
- CMA

Michael is a Program Engagement Manager with LoBue Group. His responsibilities include Process and Organization Consulting and Program Management. Michael's work experience in financial services and management consulting spans 20 years in senior management positions with a focus in building centralized call centers, collections, and loan originations facilities. He has demonstrated the ability in strategic business plan development, business process reengineering, management reporting, quality, and operational risk mitigation. Prior to joining the LoBue Group, Mr. Smith was a Senior Vice president for a global bank where he held management positions in a wide range of consumer businesses, including credit card, auto club, cross-sell marketing, mortgage, and international consumer lending.

### CAREER HIGHLIGHTS

- Built KYC/AML Initiatives within mortgage originations and servicing business.
- Successful implementation of CFPB guidelines.
- Achieved 130 FTE (12 percent) reduction and \$4.4 million savings.

### EXPERIENCE

**PROJECT ENGAGEMENT MANAGEMENT** Mr. Smith's project experience has covered all aspects of transformation in the retail banking and mortgage industries. Recent examples involved designing business systems enhancement of AML/KYC data collection and retention and defined business requirements to collect, retain and move CIP/CDD data elements from point of application through the enterprise AML data lake. Responsible for planning and execution of all post-implementation activities and served as the key AML/KYC contact for audit during validation phase which resulted in no audit defects.

**MORTGAGE EXECUTIVE** Mr. Smith was responsible for the business preparation and coordination of all Investor and GSE assessments and lead the business to successfully implement CFPB guidelines.

**PROJECT MANAGEMENT** for U.S. based Merchant Processor. Identified best practices and consolidated all like functions across the business, including 120 seat contact center. Achieved 130 FTE (12 percent) reduction and \$4.4 million savings.

Additionally, Mr. Smith was a guest adjunct professor at the University of Dallas - Satish & Yasmin Gupta College of Business – utilizing LoBue's work experiences to lead graduate students in courses in Business Strategy and Operations Management.

### OFFICE LOCATION

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