



## ROY LOBUE – CHIEF EXECUTIVE OFFICER

### CONTACT

E: RLOBUE@LOBUE.COM

### EDUCATION

MBA Finance  
University Of Massachusetts  
Isenberg School of Mgmt.  
Boston, Massachusetts

Product Strategy  
Kellogg Scholl Of Mgmt.  
Northwestern University  
Chicago, Illinois

Business Analytics  
University Of Massachusetts  
Isenberg School of Mgmt.  
Boston, Massachusetts

B.S. Management &  
Operations  
College of Business  
Cal State Long Beach Univ.  
Long Beach, California

### SKILLS

Designing and executing  
business turnaround and  
optimization strategies  
across complex organizations

Maximizing sales, profits,  
productivity, market share  
and stakeholder value

Leading change and enabling  
peak performance (Prosci  
Change Certified)

Driving efficiency, cutting  
costs while keeping quality  
and customer satisfaction at  
peak levels (Lean Six Sigma  
Black Belt Certified)

### OFFICE LOCATION

6550 SOUTH PECOS ROAD  
SUITE 116  
LAS VEGAS, NV 89120  
UNITED STATES

P: 702.898.6940

F: 702.433.4021

Roy is the Chief Executive Officer with LoBue and has spent the last 15 years working with Fortune 500 companies developing his extensive business operations, strategy, and transformation consulting experience. His proven track record comes from working with client senior management teams for both large and small companies in complex domestic and international markets. Roy has also successfully directed and implemented strategic operational improvements generating over \$250 million in annual savings.

Business Strategy / Organization Design / Product Strategy / Process Automation & Improvement / Business Analytics / Change Leadership / Lean Six Sigma / International Multi-Site Operations

### CAREER HIGHLIGHTS

- Delivered \$21 million in annual savings, increased operational capacity by 23% - Laid a foundation for profitable growth through operational restructuring of largest Credit Bureau in Brazil. Evaluated, designed, and implemented solutions to improve operational efficiencies and increase sales throughput across Data Operations, Contact Center and Branch Network.
- Increased Branch sales levels by 24%, reduced operating costs by \$13M - Streamlined operations and generated growth of major North African commercial bank. Enterprise-wide reengineering resulted in new target operating model, remodeled branches, centralized processing environment and a holistic focus on sales & service excellence.
- Generated \$4.5mm in annual savings - Drove business transformation of cross channel marketing software group. Program included organization alignment across the SDLC, design and implementation of a modular code library with Service Oriented Architecture, multi-region service desk establishment and shared service capabilities (on & offshore).

### EXPERIENCE

**Chief Executive Officer** – Advisor to Financial Services Corporations and Executives,

- C-Suite advisor for business transformation engagements, divestiture preparation, merger and acquisition due diligence
- Implements visionary new products and technology goals into actionable go to market plans
- Specific experience in Global Product, Decision Analytics, Performance Management, Change Management and Shared Service Operations

**Global Head of Program Delivery** - Work with clients' executive management teams to identify and execute strategic solutions to improve quality and controls, increase productivity, and decrease costs.

- Solution design, client relationship management, delivery assurance, consulting tool selection, methodology selection and implementation, program staffing
- Key point of contact for senior executives across the globe for operations & technology assessments, process rationalization, customer experience improvement programs and functional cost analysis
- Directed projects that impacted thousands of globally dispersed staff

**Strategic Clients Program Manager** - Managed hundreds of project members including stakeholders on-site and virtually at international locations.

- Restructured Data Operations for Global Data Intelligence Co. with robust shared service, analytic and autonomous platform capabilities
- Reengineering of preeminent Retail Bank in UAE - including Branches, ATMs, Direct Sales, Priority Banking and Credit Cards (Highlighted Bullet Points)
- Design and implementation of an accelerated "Quick Wins" Process Improvement Program for major South Asian Commercial Bank