Seth R. Robertson

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**SUMMARY OF QUALIFICATIONS**

* Expert in multiple areas of the EarlyResolution application, including Decisioning, Collections, Workflow, EarlyResolution Borrower Portal (ERBP) and ERBP-Next Generation
* Strong leadership, team-building, and interpersonal skills
* Highly organized, accurate, attention to detail, and conscientious
* Strong analytical skills for identifying problem areas within organizations, initiating a plan of action, and following through to resolve the root cause
* Managerial support functions including cost analysis reports, labor analysis reports, budgeting, creation and evaluation of financial reports, revenue and expense reports, and meeting facilitation
* Consistent track record of exceeding performance and financial goals
* Superior written and verbal communication skills
* Skilled at creating and delivering presentations
* At ease interacting with clients, management, and team members in both single contributor and leadership roles
* Maintains a high level of confidentiality
* Enjoys knowledge sharing
* Competent in multiple programming languages and applications

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|  | T-SQL | MYSQL | VB.NET | C#.NET |
| **Languages** | VBA | PHP | Java | XML |
|  | VBScript | CSS | HTML | ER-HTML |
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|  | Director | Test Director | Passport | SharePoint |
| **Tools/Applications** | Visual Studio | Eclipse | SQL Server | CMS |
|  | MS-Office Suite | TFS | Visio | FTP |

**RELEVANT PROFESSIONAL EXPERIENCE**

**Software Engineer – Officer (U.S. Bank)**

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| EarlyResolution Run Team 1 Lead | November 2019 – Current |

* Worked with UX (internal) and DXC (vendor) partners to design and develop a new Borrower Portal framework that will allow U.S. Bank borrowers to self-service the application process for loan modifications. This framework will eventually also expand to allow borrowers to fully self-service the entire loss mitigation process
* Lead ERBP-NG Digital Forms team of 2 team members, training team in HTML/CSS and configuration of Early Resolution Borrower Portal Next Generation and together we developed the configuration and code to near production level
* Lead ERBP/Collections/Decisioning cross functional team of 8 people with varying levels of experience. Evaluated each team members strengths and weaknesses and created a buddy system to allow less experienced team members to learn while providing immediate value. Buddy system was successful, and leaders began leveraging similar steps for their teams
* Successfully implemented completely new workout plans several times across multiple releases with a brand-new team utilizing the efforts of newer resources, which historically was only accomplished by more veteran members
* Empowered teams to make decisions and implemented suggested ideas gathered from members to help improve effectiveness of each team
* Collaborated with Testing Automation team to help facilitate additional testing which gives additional bandwidth to team members as well as delivers more broadly tested configuration to Production
* Reviewed, updated and approved new EarlyResolution code ticket functional needs so that DXC could effectively develop new functionality for U.S. Bank
* Designed and developed Excel application to manage EarlyResolution Borrower Portal (ERBP) verbiage, which greatly reduced the amount of effort and time to update, review, approve, implement and test complicated verbiage updates. This replaced a 100+ page PDF that was regularly created each time new workout plan verbiage updates were needed

**Technology Consultant (U.S. Bank)**

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| EarlyResolution Decisioning Lead | October 2016 – November 2019 |

* Worked as part of U.S. Bank Run Team 1 to triage and configure EarlyResolution Decisioning related PBIs/tasks requested by the business lines
* Worked on the team that designed, configured and implemented the system used by U.S. Bank for Disaster Forbearance
* Worked on U.S. Bank Code Team to create and design new enhancements that would allow for U.S. Bank to utilize additional functionality within EarlyResolution, mainly around the Decisioning and ERBP space
* Worked with ER Developers to create the new Workout Review screens and system to properly snapshot the Account, Case, and Plan level data that is used during a decision and will be instrumental in future audit evaluations
* Identified multiple bugs that would have shut down Production before being released into the Production environment, and worked with developers to find a solution that works best for all servicers using the platform
* Joined the U.S. Bank EarlyResolution Borrower Portal (ERBP) team to take the existing limited ERBP framework and redesigned, enhanced and configured it into the platform it is today
* Worked with U.S. Bank Test Harness Team to get different versions of the Test Harness and Decisioning Test Harness working for the different areas and fields that were needed
* Designed and created the Excel VBA tool used by U.S. Bank to upload event data into EarlyResolution
* Consistently assisted other BAs with solving difficult problems/configuration, making sure to teach them while creating a solution instead of just handing them the answer, and many times learning something new myself in the process

**Technology Consultant (Ditech)**

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| EarlyResolution Decisioning Lead | March 2015 – October 2016 |

* EarlyResolution Decisioning Lead for on-site implementation of Fannie/Freddie portfolios for new EarlyResolution client
* Met on-site every week with client’s team to design solutions, taking into consideration existing bank processes, and designed ways that EarlyResolution could be implemented and used within the client’s business model
* Trained multiple resources in EarlyResolution Decisioning configuration and implementation, including co-hosting official training classes
* Identified multiple complicated bugs in the EarlyResolution platform, personally identifying root cause and helped developers replicate the issues and create a solution
* Successfully met the designated timelines detailed in the SOW for implementation of Fannie & Freddie portfolios

**Technology Consultant (US Bank)**

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| Light Automation (LA) Lead | March 2014 – March 2015 |

* Spearheaded effort to bring the entire Loss Mitigation area paperless, including Short Sale, DIL, Short Sale/DIL Pre-Underwriting, System Changes, and Underwriting; assisted on REO
* Worked on an 8-month Hybrid Project called ‘Final Mod – System Changes’ with TOS (US Bank IT) and the Business Line to automate the 3 to 5-day process (for each loan) of updating MSP with changes after a loan modification
* Designed, created and implemented the Light Automation solutions below to resolve large CAS/Audit items by working side by side with the Business Line:
	+ ‘Checklist Manager’ to centralize and virtualize (for Paperless efforts) all 67 checklists for 7 different departments within Loss Mitigation/REO
	+ ‘Vendor Attorney Assignment’ to automate the assignment of attorneys in MSP from an approved vendor list maintained in Archer based on each vendor’s capacity
	+ ‘HMDA Data Accuracy Tool’ to properly fill out MSP with HMDA data from the borrower, effectively reducing the error rate to 0%. Also, challenged the previous process of removing existing HMDA data from MSP when no new HMDA data was provided, which resulted in that process being changed
	+ ‘Demand Letter Generator’ to automate manual demand letters that can’t be automated through OLLW or vendors, cutting the department’s timeline for each of the 7 states by 83%
	+ Identified and updated existing scripts/tools that needed to be 1-template compliant for ER releases
	+ Created additional smaller solutions to handle many more CAS/Audit items per direction from US Bank

**Manager of Freelance Team**

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| Includes: 1 designer, 2 developers | September 2012 – March 2014 |

* Manage a team of developers and designers to tackle pain points of individuals and businesses who can’t find solutions within their area of influence; solution areas include: websites, desktop applications, database design/development, proprietary software
* 37 unique jobs completed
* 100% client satisfaction rate over the past 2 years (per reviews on Elance)
* 36% of clientele are repeat customers

**Specialist V - Business Analyst/Programmer (OneWest/Indymac Bank)**

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| Developer / Web Designer | January 2008 – September 2012 |

* Designed, created and maintained an application to completely automate reporting companywide, saving nearly 1 million dollars in labor costs over 3 years
* Automated the charge-off process, resulting in a turnaround time reduction of 99%
* Applied strong programming skills to create applications to automate and streamline operational tasks
* Worked with executive management to brainstorm/implement innovative solutions to unique operational problems
* Created ad-hoc reporting to satisfy multiple high priority audits and upper management requests
* Automated the HELOC Modification Process, resulting in a turnaround time reduction of 92%
* Developed a performance-based compensation system for the HELOC and FHA department to track employee performance and payout quarterly incentives
* Twice received OneWest Bank’s highest award for innovation

**EDUCATION**

# Computer Programming/Business Administration

Austin Community College Austin, TX 2010-2011

Angelina College Lufkin, TX 2005