

# Steve Eagerton

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## Investor Relations and Corporate Development Executive

Executive with strong experience reporting to and interacting with the C-Level management team. Successfully developed impactful reporting for senior management to help drive market share, revenue and profit growth. Successfully lead and manage a team analysts in charge of sales operations and executive reporting. Talent for making rapid assessments of diverse situational challenges and then developing and leading the resulting action plans.

Key qualifications include:

- Business Process & Strategy Development
- Project Management Planning & Execution
- Market Analysis, Penetration & Expansion
- Strategic & Operational Planning
- Quality & Productivity Improvement
- Forecasting, Budgeting & Cost Controls

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## PROFESSIONAL EXPERIENCE

### **Black Knight Financial Services, Jacksonville, Florida**

*VP Investor Relations, Sales Operations and Strategic Initiatives, June 2019 – Current*

*Working for the Chief Financial Officer overseeing Investor Relations and Corporate Development activities.*

*Responsible activates related to Investor Relations communications, Sales Operations, Mergers & Acquisitions, and Corporate Divestitures. Manage a team of analysts of analysts and project managers to support these efforts*

- Develop investor confidence and belief in the company's vision and strategy for delivering shareholder value
- Create and manage a strong reputation by demonstrating consistent and clear communication between internal and external parties
- Provide insights on market activity
- Analyze and present financial trends, competitor behavior, shareholder issues, and anything else that could impact the business
- Responsible for overseeing and managing quarterly earnings process and conference calls
- Provide a holistic view of our clients across the Enterprise (Origination, Servicing and Data & Analytics)
- Develop and manage commission plans for sales teams across the company as necessary
- Support growing our inter-divisional Cross Sell program
- Improve our extensive client industry data to help plan sales campaigns across the company
- Work with Marketing and the sales teams to define client target lists, marketing campaign lists, and product white space within our various market segments
- Complete annual customer satisfaction survey and reporting
- Execute on Merger & Acquisition Strategy
- Provided program management and other necessary support to the executive team

### **Black Knight Financial Services, Jacksonville, Florida**

*VP Business Development Manager, March 2017 – May 2019*

*Lead a corporate sales support and business development team reporting to the President & COO. Responsible for leading a team of analysts, project managers and technical resources to coordinate sales and revenue growth efforts between our various sales teams.*

- Provide a holistic view of our clients across the Enterprise (Origination, Servicing and Data & Analytics)
- Responsible for the Corporate CRM system used by Sales and Customer Support teams
- Develop and manage commission program for sales teams across the company as necessary

- Support growing our inter-divisional Cross Sell program
- Improve our extensive client industry data to help plan sales campaigns across the company
- Work with Marketing and the sales teams to define client target lists, marketing campaign lists, and product white space within our various market segments
- Advanced an Executive portal for various dashboards used for business management by the Executive team
- Lead M&A Due Diligence efforts for new acquisitions and post-acquisition integrations efforts
- Provided project management and other necessary support to the Chief Operating Officer and the executive team

**Black Knight Financial Services, Jacksonville, Florida**

*VP Business Management and Sales Operations, May 2015 – March 2017*

*Managed a team of analysts overseeing corporate programs and projects for the executive team while reporting to the Chief of Staff. Managed Programs for Affiance post acquisition from FNF and due diligence for acquisitions.*

*.Responsible for the Executive Business Management portal which provides key analytical data to the management team. Sales Operations duties including overseeing sales commission, administering Microsoft Dynamics CRM, sales revenue forecasting, pipeline reporting, market research and market share analysis.*

- Lead program management of Efficiency Program post IPO. Efficiency program recognized over \$15M in annualized savings during 2015
- Lead formalized college intern program across the entire organization. Growing the program from 7 interns in 2014 interns to 50 interns in 2015
- Managed a team of analysts responsible for sales administration and business operations reporting. Including management of the salesforce database and client revenue database. Also responsible for reviewing sales compensation plans and commission payments
- Expanded the executive business portal developed in prior role to include dashboards for other corporate functions

**Black Knight Financial Services, Jacksonville, Florida**

*VP Business Management Operations, January 2014 – May 2015*

*Oversaw corporate programs and projects for the Chief of Staff. Worked with project teams to develop and implement business plans, policies and procedures. Worked across multiple areas of business operations within the organization, including, Accounting, Finance, Sales, Marketing, Human Resources and Legal. Analyzed and resolved business operations issues and needs. Evaluated results within business units to determine if organizational objectives were being met.*

**Lender Processing Services, Jacksonville, Florida**

*Business Development Analyst, 2012 – 2014*

*Strengthened our strategic relationships with Top 40 target accounts through executive meetings, enterprise level meetings and increased opportunity tracking. Continued the development of the Account Management concept and expand its use whenever possible throughout the enterprise. Managed and maintained the Office of the Enterprise client meeting organization process including enterprise internal meeting planning, corporate messaging/presentation development and meeting follow-up tracking activities.*

**EDUCATION**

Jacksonville University, Jacksonville, FL  
MBA, 2012

Jacksonville University, Jacksonville, FL  
BA Accounting, 2010, 3.97 GPA

All college expenses financed through Academic and Athletic scholarships