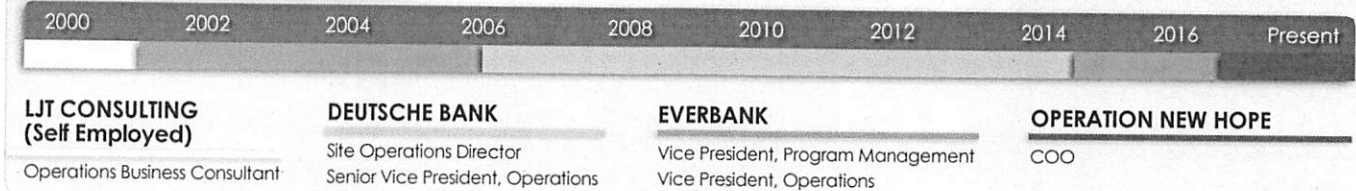


2019-073

Linda J. (Tassinari) Joseph... PASSIONATE ABOUT OPTIMIZING BUSINESS RESULTS

## CAREER AT A GLANCE



### A Career of Taking Companies to the Next Level through Process Improvements, Building High Performance Teams and Creating Cultures of Engagement

**OPERATION NEW HOPE**, Jacksonville, FL 2017 – Present  
**COO**

Parlaying corporate America operations experience to the non-profit sector, to build scale and capacity for replication of this organization around the US.

- Implemented operational performance metrics, dashboards and technology enhancements to drive a culture of operational excellence.
- Overseeing a \$4.4M budget, analyzed financial effectiveness of federal grants and created strategic forecasts to monitor capacity to serve clients.
- Designed turnkey replication model to franchise service delivery for other non-profit service providers.

**EVERBANK**, Jacksonville, FL 2015 – 2016  
**VICE PRESIDENT, PROGRAM MANAGEMENT**

Retained for a one year assignment, to oversee an Enterprise Data Warehouse project integrating 33 front end systems. By delivering data marts for business intelligence and analytics; cross-sell and up-sell opportunities can increase.

**DEUTSCHE BANK**, Jacksonville, FL 2006 – 2014  
**SITE OPERATIONS DIRECTOR (2010 – 8/2014)**

Promoted to oversee operations of second largest (Jacksonville) service center in US and manage global projects with colleagues across multiple sites in the UK, India, the Philippines and the US. Ensured business continuity, financial performance, facilities management, vendor relations and construction projects to support growth from 800 to 1,800 employees. Held €65M (~US \$90M) budget accountability.

#### Forward-looking Senior Operations Executive

with expertise in evaluating and improving global and multi-site operating processes to optimize productivity, reduce costs and deliver strong contributions to profitability. Articulate communicator, trusted advisor and authentic leader with a reputation for building and leading highly engaged cross-functional and culturally diverse teams. Combines big-picture strategic vision and focus on continuous improvement with tactical execution of processes that align with overall organization goals and mission.

#### Delivering Company and Stakeholder Value



- Transformed 238,000 square foot campus focusing on space planning, design standards, and workplace strategy; reduced costs while enhancing employee workplace, winning "Best Place to Work" two consecutive years.
- Leveraged strong project management and cross-functional partnership skills to lead organization through operational changes to meet new regulatory requirements.
- Enhanced culture by introducing leadership development courses, promoting social responsibility (corporate and environmental), and overseeing 10 employee networking groups.
- Collaborated with other global service centers to ensure operating processes were consistent across the organization.

#### SENIOR VICE PRESIDENT, OPERATIONS (2006 – 2010)

Recruited from EverBank to MortgageIT which was rapidly acquired by and merged into Deutsche Bank. Managed cross-functional areas of mortgage operation and investor relations across locations in California, Wisconsin, New York and Florida. Orchestrated integration and change management into Deutsche Bank culture and processes. Played key role in stopping the hemorrhaging during the economic/mortgage meltdown.

- Improved straight through processing from 72% to 94% through process improvement and technology enhancements.
- Reduced time to receive cash from more than 40 days to 20 days.
- Spearheaded operational and technology changes within Repurchase Department, increasing number of recessions from demands from 10% to 35%.
- Created Transaction Reconciliation Department assuring funds were reconciled between companies, and reducing receivables from \$13M to \$7M.

#### SPEAKING PERSONALLY

**Q** What is the secret to executing on strategic plans in a multi-location or global platform?

**A.** Communication is a key driver. When the team executing the change is working remotely, the mission needs to be conveyed repeatedly, and most important consistently. The communication style needs to champion the diversity of the cultures on the team. Teams with different ways of approaching change are not an obstacle, but a catalyst for success, as long as each group clearly understands their roll in the strategic plan and the vision has been clearly communicated.

## Linda J. (Tassinari) Joseph

### Education

BA, Psychology—North Central University,  
Minneapolis, MN

### Community Engagement

Leadership Jacksonville, Class of 2012

Volunteer, HabiJax for Jacksonville

Volunteer, Pine Castle

Annual Volunteer, Cummer Art Museum

Very Special Arts Program

Supporter, Cystic Fibrosis Foundation

### DYNAMIC RESULTS

**Drove** infrastructure expansion to meet increase in staffing from 800 FTEs to 1,800 at Jacksonville service center of Deutsche Bank.

**Transferred** work from California to Florida and Wisconsin, hired 100 FTEs in 120 days, reduced costs, slashed processing time 22% and cut time to receive cash by half, and reduced receivables by \$6M.

**Elevated** legacy operating processes of MortgageIT upon acquisition by Deutsche Bank to handle increased activity, reduce costs and improve efficiency.

**Instituted** culture of performance management at EverBank - achieved significant reduction in outstanding aged accounts, improved asset turn time, increased productivity and reduced employee turnover.



Hired from highly successful consulting engagement to run back office operations, including managing team of 100+, to improve processes and streamline operations. Introduced scorecard measurements for external and internal customers; forged and strengthened investor relationships, building coalition partnerships to achieve win/win outcomes. Rapidly demonstrated operational expertise in new industry.

- Reduced aged inventory (more than 90 days) from ~25% to less than 2% through creation of warehouse forecasts, inventory tracking and turn-time measurement processes.
- Led reengineering project that reduced average asset on books from 47 day turn to 26, freeing up capital.
- Restructured global departmental to meet 60% increase in volume and production with zero use of temporary or short-term staffing.
- Implemented technology and automation projects which elevated productivity 100%.
- Slashed staff turnover 30% by coaching managers, designing employee training program and instituting a team-oriented work environment.

**LJT CONSULTING (SELF EMPLOYED)**, Jacksonville, FL      2000 – 2001  
**OPERATIONS BUSINESS CONSULTANT**

Delivered consulting services with focus on streamlining business operations and improving efficiency.

*Representative Engagements*

- Hired by Accenture (Anderson Consulting) to enable website development company based in Singapore to go live in four months.
- Provided operations consulting to California-based B2C start-up company.

**Early experience:** Assistant Vice President / Operations Manager—The Prism Network; National Marketing Director—ServiceMaster (Travelled nationally 75% of time.)

## Multi-Industry International Experience

Financial Services	Service Delivery	Consulting
United States	Europe	Asia-Pacific

### SPEAKING PERSONALLY

**Q How would you describe your leadership style?**

**A.** Authentic! As a leader within an organization, I bring my whole self to work, which includes humor to connect with staff, empathy, direct communication and self-awareness. I clearly articulate the vision of where the company needs to go and then align the right resources to that vision. The vision is usually long term in nature with key milestones that can be championed along the way toward success.

**Q How do you get people to perform at levels beyond what they thought possible?**

**A.** Many times throughout my career I have given staff members or managers stretch assignments. I have found hidden talents within employees that neither the employee nor I knew existed. This can be so powerful that it propels an employee down a different career path. Additionally, by pitching this as an 'assignment' it takes away the fear an employee may have around change in general. Because it is an assignment, the employee feels that if it doesn't work or they fail, they are still safe in their original position, thus becoming more open to trying the stretch challenge.

**Q What distinct advantage will you bring to your next employer?**

**A.** The value I provide to an organization is a thorough understanding of the business and then defining my role in elevating the company to the next level. I am well versed at scanning the external environment, identifying risks, and then making strategic decisions. Once the vision is set, I focus on the strategic alignment of the staff towards the mission.

