

# Douglas A. Thorpe, MBA

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Non-Smoker

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Will Relocate

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## MANAGING DIRECTOR • EXECUTIVE VICE PRESIDENT • COO

### Expert in: Operations Management ~ Process Engineering ~ Change Management

I am a senior management professional with a reputation of excellence and innovation. My leadership career has spanned military service, international financial services companies, private business and volunteer organizations. By blending intuitive analysis of business situations into successful implementation of new technologies and process management, I have created value by reducing an average of \$10,000,000 annually for a portfolio of 35 small and mid-sized businesses nationwide. I have led teams of more than 250 employees dedicated to improving quality and efficiency for processing over \$80 billion in securities transactions, reducing risk and improving profitability. I have an extensive network of contacts and associates through over 20 years of "up-close and personal", honest and ethical business practices.

#### Professional Strengths:

Large Scale Change Management  
Team Builder  
Budget Development & Control  
Revenue Enhancement

Business Process Reengineering  
Organizational Change  
Entrepreneurial Leadership  
Infrastructure Development

Consultancy Development  
Project Management  
Outsourcing  
Marketing Promotion

*Authored numerous professional articles, chaired national seminars. Full list available during personal interview.*

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## ACCOMPLISHMENTS AND ACTIVITIES

### BUSINESS PROCESS MANAGEMENT

- Managing Director of a national business process outsourcing (BPO) company, a technology based provider of back-office services including document audit and review, certification, and document imaging resulting in annualized client savings of \$10,000,000.
- Creator of specialized web-based workflow management application to support process reengineering, streamlining all aspects of quality control and process efficiency.
- Developed high-end document imaging platform with intelligent indexing and retrieval capabilities.
- Led expansion sales effort for a private holding company's planned diversification into BPO resulting in revenue growth of 40%.
- Product developer building various BPO service models resulting in revenue growth of 25% annually.
- Senior Consultant to large national financial service firms, streamlining internal operations, enhancing systems, reducing risk, and strengthening controls.

### CULTURAL AND ORGANIZATIONAL CHANGE

- Board Member, Mortgage Electronic Registration Systems, Inc. (MERS) - National electronic registry service for mortgage banking, secondary market transactions and mortgage ownership rights. Very innovative approach requiring high level of technology and services to provide national network.
  - Senior Project Manager for the consolidation of Chemical Bank operations from Buffalo, NY; moving entire business line to Texas. Closed operations in NY, moving 450,000 mortgage files while retaining 92% of the client portfolio. Whole project accomplished in five months.
  - Full automation of statewide real estate loan administration function, creating a tracking system for loan closure, document handling and administrator performance.
  - Managed the migration of acquired bank's \$1.5 billion real estate loan portfolio into Texas Commerce; again, driving system conversions and technology.
  - Managed the bank wide conversion to Chemical Bank "CLAS" loan accounting system. Supervised a team of 25 professionals preparing training, performing data mapping and system comparisons for mainframe and mini-computer network conversion.
  - Chief Operations Officer and Corporate Secretary, Texas Commerce Mortgage Company (1986-1988), a wholly owned subsidiary of Texas Commerce Bancshares. Founded corporation and implemented first laser printed document preparation system.
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## CAREER TRACK

### **President & CEO, Managing Director at VintageWorx Consulting — January 2007 – Current**

Leadership for new ventures offering specialized business process analysis, general business consulting, and executive coaching.

### **President & CEO at Post-Close America — April 2003 – December 2007**

Business Builder and Visionary - Private practice consulting services to banks, mortgage bankers, and title companies; specializing in project analysis, and other operational assessments. Provided project management outsourcing as needed for special projects and/or acquisition and merger activities. Design, produce and distribute marketing materials for service providers. Also perform strategic planning and budgeting.

### **President at National Closing Solutions — November 2001 – March 2003**

Divisional President of national service company, specializing in financial operations outsourcing. Developed technology, internal practices, and built team of specialists to perform highly customized services for clients.

### **Managing Director at Profile Business Systems — October 1998 – November 2001**

Independent consultant. Architect of numerous process improvement models, training guides, and analysis tools for banks and other financial institutions.

### **VP, Division Manager at JPM Chase Bank — July 1985 – September 1998**

Division Manager for 265 professionals operating three distinct business units. Supported financial services administration and operations in three locations. Designed automation technology to reduce costs and improve productivity.

### **VP Div Mgr at Chemical Bank fka Texas Commerce — July 1979 – July 1985**

Various operational duties and responsibilities including process improvement, P/L budget planning, staffing, training, and internal controls.

### **MILITARY U.S. Army at MILITARY U.S — January 1975 – January 1979**

Officer, U.S. Army, responsible for various logistical functions at the Army Flight School, Ft. Rucker, Alabama. Broad base of personnel, administration, and operations management experience.

## EDUCATION

**Master of Business Administration**, Troy University

Emphasis: Management Theory, Process Design, Organizational Behavior

**Bachelor of Business Arts**, Texas A&M University

Emphasis: Management and Leadership, Technology, Process Engineering and Analysis