

# CHRISTOPHER L. WILLS

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## SENIOR PROGRAM AND PROJECT MANAGER

*Comprehensive Knowledge, Business Vision, and Success In:*

**BUSINESS INTEGRATION — PROGRAM MANAGEMENT AND GOVERNANCE — REQUIREMENTS ELICITATION  
BUSINESS ANALYSIS — MERGERS AND ACQUISITIONS — EXECUTIVE REPORTING**

A Senior Program and Project Manager with over 8 years of broad-based business and technology management experience. Expertise in strategic and operational management, strong business acumen, and the ability to create an environment that best supports the company's mission and vision. Skilled in analyzing and interpreting market data, performance metrics and benchmarking, and creating processes that add value, focus on efficiency, and meet company goals and objectives. Recognized as a "bridge-builder" with the ability to bring together business and technology resources to build unified and productive work teams. Bilingual in English and Spanish.

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## CAREER HISTORY AND SELECT ACHIEVEMENTS

***Federal Home Loan Bank of Pittsburgh***, Pittsburgh, Pennsylvania 2008 – Present  
*FHLBank Pittsburgh, one of twelve FHLBanks nationwide, provides readily available low-cost funding and opportunities for affordable housing and community development to member financial institutions in Delaware, Pennsylvania and West Virginia, ensuring the availability of funds for housing and enhancing the quality of the communities it serves.*

### SENIOR SYSTEMS PROJECT MANAGER (2008 – Present)

- . Lead strategic and tactical technology projects; manage entire project lifecycle, from requirements gathering and analysis through implementation, for projects up to \$1.6MM budget with project teams of up to 26 people. Sample successful implementations include an 18-month effort to rewrite an existing internal- and external-facing application; a 10-month effort to design, develop, and deploy a single application to replace four legacy applications; and multiple enterprise-wide system software upgrades.
- Serve as the Information Technology Department's subject matter expert on designing training and development opportunities; work with fellow project managers to plan and execute online, hybrid, and just-in-time training for technology-based project implementations
- Meet weekly with executive and senior management to review project health, optimize project portfolio assignments, and identify and appropriately manage risk
- Responsible for vendor negotiations, performance management of contract resources, budget management, risk and issue management, and select regulatory and governance reporting requirements

***iGate Corporation***, Pittsburgh, Pennsylvania 2004 – 2008  
*iGate provides more than 300 clients across five continents with consulting, technology and business process outsourcing and provisioning services, generating approximately \$307MM in annual revenues.*

### PROGRAM MANAGER AND SENIOR LEAD CONSULTANT (2006 – 2008)

#### SENIOR LEAD PROJECT MANAGER (2005 – 2006)

#### LEAD CONSULTANT (2004 – 2005)

Deployed in business consulting, program management, and project management engagements with Fortune 500 clients. Responsible for managing project execution, engagement leadership, executive reporting, and delivering business results. Serve as Member/Consultant to several internal committees, including Practice Management, Knowledge Management and Integration, and Consulting Delivery teams.

As consultant to Owens Corning, Toledo, Ohio:

- Consultant to Senior VP, HR for equity grant and legal entity restructuring as part of corporate bankruptcy emergence project; dotted-line reporting to CIO and Director of Global Compensation. Led human resources management/employee reassignment and employee/management emergence equity grant projects under the corporate legal entity restructuring program. Administered \$800,000 budget and guided work of 22 project team members. Successfully migrated more than 15,000 North America employees from four existing companies into twelve new legal entities, ensuring that all plant hourly timekeeping compensation, benefits, corporate accounting, and legal/financial reporting interfaces were fully functional and accurate.
- Led business and technical teams for distribution of \$90MM equity grant to 20,000 employees in 22 countries. Consulted with plan design firm to ensure compliance with international regulatory and tax requirements. Coordinated effort with third-party administrator to develop numerous daily data feeds. Designed country- and management-specific plan communications for global distribution.
- Consultant to OCV Integration Leader for multinational business process redesign and data integration; dotted-line reporting to CIO. Led global sales and financial reporting, international intellectual property management, and global sourcing work streams for the \$1.8 billion acquisition of a multinational composites company. Coordinated design, development, testing, and implementation of multiple data extracts and transmissions for SAP-based sales and financial reporting. Led requirements gathering, due diligence, system selection and implementation of a new intellectual property management database; coordinated automation of patent/trademark management across international portfolio.

As consultant to Wachovia Bank Wealth Management, Charlotte, North Carolina:

- Consultant to front and middle office for order flow, execution, and settlement operations business process redesign. Liaison to brokerage operations for review of trading and trade entry/execution process flows.
- Consultant to Corporate and Institutional Trust for project to automate trade entry from outside investment advisors. Fully researched and documented business and technical requirements, introduced alternative models, created the vision for an entirely new process, and championed prototyping and fitness for use evaluations of new process. Guided research and development work of onsite and offshore resources.
- Consultant to Trade Processing group for SouthTrust conversion project. Coordinated requirements definition, data mapping, multiple rounds of conversion testing, data scrubbing, and validation activities. Led WBS analysis among stakeholders and planned risk management activities.
- Sole project manager/business analyst assigned to Palmer & Cay conversion; integrated a \$140MM agency with 34 geographically disparate offices and 950 employees onto the Wachovia platform. Managed design, preparation, testing, and implementation. Administered \$1.2MM budget and 50+ stakeholders.

**Wachovia Bank, NA**, Charlotte, North Carolina

2000 – 2004

**OFFICER OF THE CORPORATION AND SENIOR BUSINESS ANALYST** (*December 2002 – July 2004*)  
**BUSINESS SYSTEMS ANALYST II/ASSOCIATE** (*August 2000 – December 2002*)

Subject matter expert on trade settlement, portfolio accounting, and reconciliations for cash and depository positions. Primary responsibility for project management and systems development work for Wealth Management.

- Led development projects to design technology solutions to enhance business productivity: automated comparisons of pending trades versus activity received from depositories; migrated the DTC DK process from a manual one to a 100% automated one; programmatically posting and clearing of dividends and other receivables, and others to migrate operational activities to an automated environment.
- Promoted to supervise all settlements and reconciliation within four months of joining department. Guided intra-day and daily reconciliation between portfolio accounting system, depositories, and third party custodians/repo partners. Directed research and resolution of discrepancies resulting from unposted items, failed trades, and other settlement functions. Maintained the Trade Processing DDA, general ledger accounts, and numerous control accounts to ensure no money differences exceeded the 24 hour standard.

**Firststar Bank, NA**, Canfield, Ohio

1999 – 2000

**ASSISTANT SALES MANAGER** (*July 1999 – July 2000*)

Responsible for sales management of the branch in order to ensure strong customer service, compliance with policies and procedures, and satisfactory consumer and mortgage loan growth of a de novo branch.

- Designed and implemented Excel-based measurement and reporting system for forecasting, tracking, and budgeting for all financial activities in the branch.
- Dual employee – also licensed to sell life insurance, accident and health insurance, and annuities.

**Second National Bank of Warren**, Boardman, Ohio

1997 – 1999

**BRANCH OPERATIONS MANAGER** (*August 1997 – July 1999*)

- Responsible for management of day-to-day operations functions for six branches in three-county area.
- Assisted with development of new Call Center; worked as call representative during first six months of project in addition to maintaining all other operations-related responsibilities.

**Youngstown Riverfront Corporation**, Youngstown, Ohio

1997

**PARTNER AND OPERATIONS MANAGER** (*January 1997 – August 1997*)

- Oversaw day-to-day operations of restaurant entity and catering facilities. Coordinated real estate and financial reporting for holding company. Analyzed and reconciled budgets for various areas of operation.

**Norwest Financial**, Mentor, Ohio

1995 – 1997

**CREDIT MANAGER** (*January 1995 – January 1997*)

- Directly responsible for account management of \$13.5 million portfolio of 600+ consumer and real estate loans. Negotiated loan repayment plans, collateral repossessions, and legal actions for \$65 million branch portfolio.
- Performed credit and risk analysis to determine most effective lending strategies and loan packages.

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**TECHNICAL SKILLS AND CERTIFICATIONS**

Certified Project Management Professional (PMP); completed Six Sigma Green Belt training.

Software/Programming: Expert skills in MS Project, PowerPoint, Excel, Access, various portfolio accounting, trading, and performance reporting platforms, and DTCC/Fed/mutual fund processing. Advanced skills in Visio, SQL, SharePoint, ARIS business process modeling, Omgeo TradeSuite/TradeMatch/TradeHub, and HTML.

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**EDUCATION**

**MASTER OF BUSINESS ADMINISTRATION**, May 2005  
Youngstown State University, Youngstown, Ohio  
Concentration in Financial Management

**BACHELOR OF ARTS**, December 1994  
Westminster College, New Wilmington, Pennsylvania  
Degrees in Business Administration (Management/Finance concentration) and Spanish