

Jordan D. Benis

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OBJECTIVE: Experienced and curious Analytics professional seeking to collaborate with other talented and creative people to perform engaging work and make a meaningful impact.

EDUCATION:

M.S. in Computational Mathematics ~ Graduated May, 2018
Duquesne University, Pittsburgh, PA
QPA: 3.96/4.00

B.S. in Business-Economics, Finance ~ Graduated May, 2010
Grove City College, Grove City, PA
QPA: 3.92/4.00

The Princeton Review has listed Grove City College among "The Best Northeastern Colleges for 2010"
(www.princetonreview.com)

PROFESSIONAL EXPERIENCE:

VP, Business Analytics - Bank Operations Data Science; PNC, Pittsburgh, PA October 2023-Present
• Lead a team of advanced data scientists that develop sophisticated decision and forecasting models to drive efficiency and reduce losses.
• Serve as an internal strategic consultant on all matters related to data, analytics, modeling, insights, and performance.
• Leverage operations expertise to help shape a client focused culture and strategy that fully leverages efficient processes and modern technology.

Director of Strategy and Operations; Federated Mortgage Corp., Pittsburgh, PA March 2020-October 2023
• Developed and executed a growth-oriented strategy that impacted all aspects of the business, resulting in a 400% year-over-year increase in net income.
• Provided day-to-day senior leadership oversight to every department in the company including direct management of Compliance, Sales, Underwriting, and Operations to drive growth and bring best-in-class service to clients.
• Served as Treasurer of the Board of Directors and completed all Financial Planning and Analysis functions including financial statement preparation, forecasting, financial and cost analysis, and financial audit support.

Adjunct Instructor, Analytics; CCAC and Carlow University, Pittsburgh, PA January 2020-Present
• Developed curriculum for a full R-based Analytics course that has been shared with and utilized by other educational institutions across the country.
• Created and delivered educational content to Analytics professionals in the Pittsburgh region to improve their technical skills and analytical comprehension.

Performance Management Director - Corporate and Institutional Banking; PNC, Pittsburgh, PA June 2017-March 2020
• Created a new Performance Management discipline for a large and complex Loan Support Operations department, resulting in unprecedented operational and financial performance.
• Recruited, developed, and led a team of highly effective technical professionals that leveraged data to create new tools to transform both the culture and operational framework of a multi-billion dollar line of business within PNC Bank.
• Developed a new strategy to create a process architecture to better identify and mitigate risks as well as ensure full compliance with the Compliance Management System, ethics policy, and procedure management system.

VP, Reporting, Analytics, and Development – Consumer Loan Originations; PNC, Pittsburgh, PA October 2014-June 2017
• Established and lead a new department composed of three teams of highly skilled employees across three states that provided first class data and analytics support to a division composed of over 800 employees.
• Demonstrated deep understanding of metrics and statistics by structuring KPIs and KRIs, building employee scorecards, enhancing capacity planning models, completing ad hoc statistical analysis, strengthening expense controls, leading budget and initiative planning efforts, and supporting risk mitigation initiatives.
• Played a key role in the transformational effort to integrate Mortgage Lending with Retail Lending, resulting in a significant increase in operational efficiency and an enhanced customer experience.

Process Improvement Engineer; PNC, Pittsburgh, PA March 2012-October 2014
• Effectively prioritized, led, and managed multiple process improvement projects through implementation and control, resulting in vastly improved operational efficiency and millions of dollars in verified financial savings.
• Applied both Lean and Six Sigma methodologies to successfully reduce lead times, expenses, errors, and risk, as well as increase revenue for a diverse range of operational units in both collaborative and independent environments.
• Redesigned the Home Equity Lending Originations Process to transform the process into one of the fastest in the industry while significantly increasing operating leverage through millions of dollars in verified expense reduction.

PROFESSIONAL EXPERIENCE CONTINUED:**Procurement Specialist; Bechtel Plant Machinery Inc., Pittsburgh, PA****May 2010-March 2012**

- Actively managed multiple projects for complex Navy Nuclear Propulsion Program components, illustrating prioritization skills, project management abilities, and technical comprehension.
- Exhibited negotiation skills by collaborating with executives from contracting companies to reach agreeable prices on multi-million dollar contracts, resulting in effective pricing for both the United States Navy and its suppliers.
- Efficiently analyzed financial data from major corporate and small business suppliers to compile detailed reports for senior management which resulted in enhanced accounting practices for a major U.S. defense contractor.

Financial Advisor; Northwestern Mutual, Pittsburgh, PA**Summer 2009**

- Successfully obtained Pennsylvania Health, Life, and Disability insurance license through completing the education and testing requirements.
- Developed and executed marketing plan to build financial services practices in Western PA.
- Served clients by providing advice on financial products and delivering financial products to meet each client's unique financial needs.

Management Intern; Weis Markets, Williamsport, PA**Summer 2008**

- Oversaw team of 40 employees and provided day-to-day management support including assigning work, resolving customer complaints, and direct managerial support to team members.
- Completed multiple management modules across a regional footprint including Waste Reduction, Human Resources, and Financial Processing.
- Wrote a comprehensive evaluation of the internship program that was used to subsequently enhance the program for future participants.

ACHIEVEMENTS AND HONORS:

-Senior Man of the Year, Grove City College, 2010

-Frederick Kring Leadership Award, 2009

-Valedictorian of Jersey Shore High School, Class of 2006

-Senator Madigan Good Citizen Award, 2006

-Member of the Year, Southwest PA Mortgage Banker's Assoc., 2023

SKILLS: Operations Research, Analytics (**Adjunct Instructor at Carlow**), Business Intelligence, Lean/Six Sigma (**Black Belt Certified**), Computer Programming, Python, R, SQL, PAE, Tableau, Data Visualization, Data Science (**Certified through Cornell University**), Finance, Financial Planning and Analysis, Forecasting, Budget Planning, Sales, Customer Service, Operational Excellence, Risk Management, Project Management, Process Mapping, Statistical Analysis, Capacity Modeling, Root Cause Problem Solving, Performance Management, Strategy Development, Banking, Consumer Lending, Marketing, Recruiting, Underwriting, Procurement

PAST AND CURRENT COMMUNITY, VOLUNTEER, AND BOARD MEMBER ACTIVITIES:

Treasurer – Southwest PA Mortgage Bankers Assoc.

Community Theater

Children's Theater

Youth Program Director – Murrysville Comm. Church

Pittsburgh Camerata Chamber Choir

Teaching Assistant – Symbolic Logic

Worship Leader – Murrysville Community Church

Grow Up Great Program Volunteer

Mutt Strut Committee Chair

SELECT PUBLIC SPEAKING ENGAGEMENTS:**Business Planning Workshop**

Trying Together Unconference

November, 2019

Performance Management Workshop

Pittsburgh Human Resource Association

Accredited through Society of Human Resource Management (SHRM) and Professional in Human Resources (PHR)

June, 2020

Capacity Planning Workshop

OPEX for Financial Services Annual Conference, Process Excellence Network

March, 2021

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Re-Evaluating Performance Measurement: New Mathematical Methods to Address Common Performance Measurement Challenges

Publication: June 12, 2018

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