

# MATHIAS CARROLL

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## PROJECT HIGHLIGHTS

Projects/Deliverables	Challenge	Action and Results
<i>As Product Manager, Norwich Community Bank</i>		
Tax Payments and Data Import Enhancements on Internet	Tax payment and import functionality on the Automated Clearing House (ACH) module of Internet.	Oversaw product delivery and all marketing. Achieved successful, first-in-market implementation.
Conversion of clients to new Internet system	Changes to Internet system warranted customer system changes	Successful implementation with minimal customer issues.
Transmission System Enhancements	Antiquated transmission hardware system; \$2+ million capital request had been consistently denied previous years.	Successfully collaborated with team to bridge past failings and placed product spin on a business case, which was approved.
Enhancements to External Communication to Clients	Customer correspondence was inconsistent with established brand image and noncompliance risk existed.	First to visualize and implement new use for established internal customer set-up system. Designed/implemented automated customer letter trigger to ensure consistent brand image and that important correspondence is sent to client while contributing to operational efficiency; became the standard for all departmental products.
Automated Pay/Draw mechanism via Internet	Product enhancement needed for Business Credit Line customers to initiate requests via Internet	Developed System Specifications for product; first to establish cross-functional teams needed to implement properly and effectively.
Tax Payment Option on VRU Menu	Tax Payment via telephone was not part of long-established and marketed 800 number.	Oversaw idea and implementation, resulting in crossing business segments, which in turn reduced another customer channel and increased exposure of product to customers and sales.
Next-generation Internet product	Vendor selection of next-generation Internet solution	Played key role on core team that oversaw acquisition of a new vendor, which exceeded \$2 million purchase.
ACH Risk Initiative	Risk initiative designed to automate funding of ACH files and broaden credit policies to enable more customer penetration while managing risk.	First in market. Developed strategies to address gap in training and simplify a complicated process. Exceeded expectations and goals of project, garnering executive leadership praise on implementation success. Market studies showed lead in positioning and also exposed larger customer segment to product traditionally targeted for large corporate clients.