

June 30, 2024

Lake Orion Board of Education
315 N Lapeer St
Lake Orion, MI 488362

To Whom It May Concern:

I understand that you are in the process of searching for an individual to fill the unexpired term of Steve Drakos. Please accept this as my letter of intent to offer my services to fill the vacancy on the Board and, if selected, run for election in the following term. I have attached my resume which will highlight my many years of service and leadership.

As a parent with two sons currently enrolled in our district, including one who is autistic, I am deeply invested in ensuring our schools provide inclusive and supportive environments for all students.

With over 25 years of leadership experience in the financial services and fin tech space, I bring a wealth of strategic planning, decision-making, and collaborative skills to this role. My tenure within our community spans two decades, during which I have witnessed firsthand the challenges and opportunities our schools face.

Additionally, my wife's role as a teacher in the district further enhances my understanding of educational dynamics and community needs. I am committed to fostering open communication, advocating for educational equity, and supporting policies that promote the well-being and academic success of every student.

I am eager to contribute my skills and perspectives to the school board, working collaboratively with parents, educators, and community members to ensure our district continues to thrive and evolve.

Thank you for considering my application. I look forward to the possibility of serving our community in this capacity.

Warm regards,

Shawn Wayne

Shawn R Wayne

Objectives

Lake Orion resident of over 20 years looking to join the Board of Education and utilize my leadership and interpersonal skills to help drive strategy and serve my community, its residents, and students.

Experience

UWM | 585 South Blvd E

Team Leader, AUS Support August 2020 – October 2022

Team Leader, Application Support October 2022 – Present

Enhanced process and team performance

- Developed training content, new processes, and reporting methods to ensure efficiency through transparency.
- Created a culture of always questioning the why and challenging what we did to collaboratively come up with innovative solutions that made both teams significantly more efficient and productive.
- Facilitated effective communication to business clients, technical teams, and leadership consistently, making complex concepts and solutions clear, simple and understandable.
- Reported on IT goals for Remedy Payout Reductions, CR SLAs, and monthly updates to the COO on the status of each team in the Service Support Group.
- Developed and drove strategic initiatives for the Service Support Group, AUS Support Team, Service Desk, and Application Support teams.
- Removed obstacles that impeded the team from successfully reaching their goals or solving issues.

Developed direct reports

- Mentored, trained, and advocated for my Team Members which lead to 14 promotions in only 3 years.
- Created a supportive, collaborative and engaging environment, based on trust, transparency, elite client service to empower my team to grow and thrive.
- Facilitated effective communication to business clients, technical teams, and leadership consistently, making complex concepts and solutions clear, simple and understandable.
- Collaborates with Architects, Developers, business clients, and teams across IT to create, deliver, and maintain industry-leading software.
- Established and maintained individual and organizational performance standards.

Flagstar Bank | 5151 Corporate Drive
Senior Supervisor January 2007 – August 2020

Developed direct reports

- Developed and led individual monthly scorecard meetings/coaching sessions with agents to review overall productivity, sales performance, audit reviews, and evaluated calls in addition to addressing any other current individual or team topics
- Provided real-time coaching, live monitored calls, reviewed recorded calls, and analyzed production reports for continuous improvement of agent performance
- Analyzed feedback received from Quality Assurance, Business Units, and customer complaints to coach agents
- Walked around periodically to perform live monitoring of agents, compliment agents for on-the-spot performance, assist agents struggling with calls, and build rapport with our staff
- Developed and maintained a knowledgeable staff by hiring strong personnel, documenting and delivering consistent coaching, and completing semi-annual performance reviews
- Shared job knowledge and best practices of management functions with Team Leads and Supervisors for their continued development
- Built and maintained a positive work environment through motivation, contests and competition

Completed various administrative responsibilities

- Increased employee efficiency by monitoring real time adherence and metrics in a multi-skill call center environment, through dashboards and WFM tools; communicating areas of concern to our management team and making real time adjustments to agent schedules
- Built, established, and maintained open lines of communication with agents, peers, trainers, managers, QA coaches, business units and/or vendors to facilitate problem solving and informed the management team and call center staff accordingly
- Attended various intra and interdepartmental meetings as a Servicing Subject Matter Expert, representing Customer Engagement Center
- Identified and communicated any escalated areas of risk to the management team
- Acted as a catalyst for ongoing change and growth by continually challenging systems, processes and procedures with the end result being increased efficiency
- Developed and delivered training huddles and administrative training sessions as necessary
- Undertook self-development activities on a monthly basis
- Managed proactive approval and denial of time off requests to ensure KPI goals are met

Provided support to the management staff and customer service agents

- Responded to all agent support inquiries through the Supervisor Hotline including escalated customer complaints and documented voice of the customer feedback
- Ensured knowledge of current policies and procedures while using problem solving skills to communicate accurate information to agents
- Ensured that customer questions and problems are resolved properly and quickly. Addressed challenging customers and problems that require escalation outside of the department. Strove to provide all customers with an outstanding customer experience.
- Maintained familiarity with up to 30 systems and applications in order to research inquiries and solve customer issues

Ensured departmental compliance

- Provided oversight and ensured that CEC is operating within all parameters and guidelines outlined by company policies and practices
- Precisely executed management responsibilities related to department privacy procedures and regulatory requirements
- Researched and responded to all escalated privacy breaches, incidents of identity theft, and incidents of online user profile compromise
- Provided responses to management as necessary for audits, privacy concerns, and any other issues
- Managed a range of non-phone activities for agents including huddles, completion of LMS courses, and special projects
- Ensured compliance with applicable federal, state and local laws and regulations. Completed all required compliance training. Maintained knowledge of and adhered to Flagstar's internal compliance policies and procedures. Took responsibility to keep up to date with changing regulations and policies
- Served as the secondary team contact for disaster recovery

Qualifications

- 4 years of IT experience
- 15 years call center experience
- 18 years customer service experience
- 15 years of mortgage origination and servicing experience
- 2 years of mortgage sales experience
- 25 years of team management experience
- Strong working knowledge and 5 years of experience with workforce management
- Developed and coached the top performing servicing team for 6 years
- Proven multi-tasking ability
- Excellent verbal and written communication skills
- Excellent customer service and interpersonal skills