**Joel Winters** 4465 Applecrest Circle Castle Rock, CO 80109

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**Operations Executive – Service Businesses**

**Multi-site Operations / Six Sigma / Change Management / Sales / Cost Control**

**Internal and External Customer Service / Systems / Procedures / Project Management**

Joined SquareTwo Financial as the third employee (of mortgage division). In a series of promotions through operations and sales leadership positions, played a key role in its growth to become a one of the largest private companies in Denver with annual revenue of $247M. Contributions included…

* **Building the infrastructures and teams to support spiraling growth**
* **Responding to rapidly changing rules and regulations, minimizing compliance risks**
* **Maximizing internal and external customer satisfaction while minimizing costs**
* **Developing systems to accommodate volatile shifts in internal and external markets**

BS in Management, Metropolitan State University of Denver, Six Sigma Green Belt Certification. Management and Strategy Institute, License 1974289. Strong background in assessing talent, improving culture and mentoring others.

**Selected Accomplishments**

**Maintained compliance during a time of change.** The creation of the Consumer Financial Protection Bureau gave rise to hyper regulatory change. Developed new business procedures. Passed two consecutive exams at the same time when SquareTwo’s two major competitors were levied fines of $50-$80M.

**Cost effectively supported growth.** As SquareTwo grew, found ways to improve process efficiency and quality, without increasing hiring. Used LEAN tools to improve employee engagement and process efficiency. Used the voice of the customer analyses to identify opportunities to improve. Boosted efficiency and customer satisfaction.

**Managed a massive project.** Guided development and implementation of a new platform as business lead/SME. Traveled the country with the roll-out team to train new users. Successfully launched the platform to over 250 internal (corporate) users as well as 500+ external users in 18 separate physical locations across the country.

**Created a sales process.** To meet growth targets, the company needed to retain a significant number of new law firms. Created, formalized and documented the entire sales process. Evaluated law firms to determine fitness for inclusion in the company’s network. Signed contracts with over 30 new law firms across 15 states.

**Propelled growth and expansion.** Helped build a nationwide network of debt collection law firms at SquareTwo Financial. Drove nationwide expansion. Created training and marketing programs. Expanded the operating footprint to 30+ states.

**Built a clientele. D**eveloped relationships with property management executives nationwide to create opportunities to promote the Leasing Workshop’s sales training seminars. Created a client database to improve access to customer info, resulting in more sales opportunities. Conducted cold calling campaigns. Increased revenue by 5%.

**Turned in top performance.** Consistently ranked in the top 5% of Global Financial Mortgage Corp’s sales force. Trained 20+ new originators. Designed and recorded advertising content in company's first radio campaign. Set the record for the second highest monthly commission earned on revenue of $33K.

**Employment History**

**Director of Process Management** - SquareTwo Financial Corp. 2010 to 2016. A large financial and legal services organization. Promoted to lead nationwide operations and customer support teams totaling 45 employees in a tightly regulated environment. Subject matter expert in CRM and document management systems.

**Field Development Manager -** SquareTwo Financial Corp. - 2008 to 2010. Promoted to expand the network of affiliates. Attended trade shows and other events to boost SquareTwo’s presence. Acted as the business lead for the development electronic data interface (EDI) for external law firms. Added 40 new law firms.

**Mortgage Broker** - SquareTwo Financial Corp. - 2006 to 2008. Reported directly to Division President. Generated and closed mortgage loans. Trained and mentored business development and operations personnel nationwide.

**National Sales Director** - The Leasing Workshop - 2004 to 2006. Developed relationships with property management companies nationwide to sell company’s custom leasing and training solutions.

**Senior Loan Manager** - Global Financial Mortgage Corp. - 1998 to 2004. Promoted three times in three years, culminating in selection to manage subprime loan production for a staff of five mortgage salespeople.