

# TAYLOR D. CLOUSE

GILBERT, AZ 85233

602-689-5707 | tdclouse19@gmail.com | linkedin.com/in/taylor-d-clouse

## PROFESSIONAL PROFILE

A financial services leader and thought partner, committed to recognizing success individually and corporately through the eradication of process inefficiencies. Experienced team manager proven to be highly effective in controls and compliance oversight with extensive background in consumer lending. Possesses a rare balance of creativity and analytical skill used to motivate cross-functional project teams through executive-level communication skills and comprehensive relationship building. Demonstrates leadership, problem-solving skills, and initiative with emphasis on timely resolution and unobtrusive mentions of the graduate degree.

### Core Competencies:

- Team management
- Business Strategy & Controls
- End-to-end process mapping
- Audit Oversight
- Project management
- Regulatory Compliance
- Process Improvement
- Thought Partner
- Root-cause analysis
- Problem resolution
- Retail Lending
- Training facilitation

## WORK EXPERIENCE

SANTANDER CONSUMER USA, Remote/Gilbert, AZ

10/2018 – 12/2023

### Vice President of Remediation and Corrections/Business Operations Director

- Key success: established remediation and correction operations support team.
- Key success: established and owned responsibilities of remediation and correction redress team.
- Led redress team of 3 FTE, including all standard responsibilities of a direct manager.
- Developed project approaches in conjunction with legal, compliance, consumer practice, control, and LOB recommendations.
- Supported scope, oversight, and review of internal exams through Compliance Testing and Internal Audit
- Support Second Line of Defense test scoping and provided guidance to various team members and stakeholders

JPMORGAN CHASE, Phoenix, AZ

03/2011 – 10/2018

### Project Manager/Business Operations Associate (03/2014 – 10/2018)

- Key success: established executive-level intake forum.
- Key success: managed documentation for 2015 CCB audit, including creation of respective process maps.
- Developed and managed remediation case triage intake process.
- Developed and implemented project plans for assigned remediation cases.
- Developed project approaches in conjunction with legal, compliance, control, and LOB recommendations.
- Ensured project timeline stayed on track for project closure target dates.
- Liaison between centralized remediation and correction team and Line of Business for project-case quality review.
- Supported scope, oversight, and review of internal exams through Compliance Testing and Internal Audit
- Support Second Line of Defense test scoping and provided guidance to various team members and stakeholders
- Produced regular meeting agenda and minutes for assigned projects.
- Created weekly, monthly, and ad hoc reports on remediation inventory and health, including monthly risk and control committee reporting on remediation cases.

### Technical Writer (05/2013 – 03/2014)

- Key success: led remediation technical-writer team, yielding promotion to project manager within 10 months.
- Assisted project manager and lead with remediation population review and implementation strategy.
- Tracked and maintained all procedures, project plans, etc., to ensure timely review, revision, and submission.
- Assured archiving of all documentation for future reference and audits.
- Tracked and reported actions taken on multiple remediation projects at a time.
- Worked cooperatively with key team members, clients, and other business contacts.
- Managed remediation oversight and quality SharePoint site. Management included all accesses granted and

removed to site as well as transfer and removal of document libraries from SharePoint to Livelink.

**Direct Auto Finance Training Assistant (10/2011 – 05/2013)**

- Key success: developed training material and conducted training for DAF management and staff for 2012 global credit risk policy rollout.
- Facilitated new-hire training on BAU materials.
- Wrote and revised new and old procedures for Direct Auto Finance loan closing.
- Created training materials to be used in new-hire training and in procedure rollout training.
- Facilitated training of procedure updates to Direct Auto Finance employees.

**Direct Auto Finance Loan Closing Representative (03/2011 – 05/2013)**

- Key success: Procedure subject matter expert and regularly recognized as a top performer in quality and production.
- Worked closely with bankers, customers, car dealers, and personal sellers to gather and verify information required in scheduling a loan closing in a call center environment.
- Delivered concise analysis of the auto loan process to internal and external customers.
- Tested loan closing procedures while working cooperatively with department's technical writer and project manager to ensure timely approval of procedure.
- Mentored new hires on a one-on-one basis as they learned the policies and procedures of a loan closing representative.

BOONE COUNTY NATIONAL BANK, Columbia, MO

07/2010 – 03/2011

**Customer Service Representative (10/2010 – 03/2011)**

- Handled inbound phone calls for customers from five different banks within Central Bancompany (BCNB's holding company).
- Resolved account issues while working cooperatively with customers and internal departments.
- Evaluated customer accounts to seek opportunities to deepen customer relationships with bank.

**Branch Teller (07/2010 – 10/2010)**

- Responsible for client transactions while maintaining accuracy of electronic deposit accounts and physical cash in drawer.
- Sought opportunities to deepen customer relationships with bank.

**EDUCATION**

**Master of Business Administration**, Business Administration, GRAND CANYON UNIVERSITY, Phoenix, AZ

**Bachelor of Arts**, Religious Studies, CENTRAL CHRISTIAN COLLEGE OF THE BIBLE, Moberly, MO