

GLEN WORDEKEMPER

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Proven results-oriented leader with over 20+ years in the financial services industry with strengths in promoting collaboration across business partners, attaining increased profitability, building relationships and driving innovation. Experience includes leading strategic product development initiatives, managing product lifecycles, developing and executing product strategies. Extensive experience with Software as a Service (SaaS) solutions in Customer Communications, Print/Mail, Plastic Card Products and Online Financial Services.

KEY SKILLS

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| ◇ Product Strategy Development and Execution | ◇ Product Lifecycle Management |
| ◇ Strategic Client and Partnership Building | ◇ Project Management |
| ◇ Contract Negotiations | ◇ Product Roadmaps and Market Research |
| ◇ Financial Business Case Creation | ◇ New Product Launch and Commercialization |
| ◇ P&L Management | ◇ Day-to-Day Operational Oversight |

PROFESSIONAL EXPERIENCE

FIRST DATA CORPORATION - OMAHA, NEBRASKA

A global leader in payments processing and electronic commerce solutions for financial institutions, retailers, businesses and governments.

Vice President, Financial Services Product Management – Communication Services 2002 – February 2016

- Product Management responsibilities for \$160M product line, consisting of consumer billing statements, letters, and electronic delivery capabilities. Responsible for the generation and distribution of over 1.6B financial services documents annually, growing to 2.25B and \$206M in revenue by year-end 2016.
- Previous Product Management responsibilities included Software as a Service solutions consisting of remittance processing, plastic card products, multi-channel delivery products, and document archival systems. Products responsible for 265M plastics, 500M remittances, and 550M IVR minutes supporting leading financial institutions.
- Cultivated, negotiated, and managed new business and sales opportunities ranging from \$5M to \$42M.
- Executive sponsor for the implementation of the CARD Act of 2009/Regulation Z changes. Led business case and project in excess of \$55M and implemented over 300,000 hours of software development. Largest overall project in First Data history. Sponsored executive updates and client communication conducting a dozen webinars to ensure client awareness. Project was deemed an outstanding success by clients.
- Championed a \$12.5M investment, replacing four IVR platforms, saving \$33M over 5 years.
- Implemented the Customer Correspondence Strategy (Strategic Communications Solution) to increase sales, decrease production costs and increase overall product margins. Business plan justified the investment of \$11.3M, returning \$41M in revenue over 5 years. Project was highly successful, increasing margins on a mature product line from 8% in 2006 to over 43% in 2015.
- Led the development effort of the Strategic Communications Solution product, exceeding 50,000 hours across multiple development teams, implementing composition, decisioning or rules processing, electronic delivery and color document production capabilities.
- Achieved industry recognition when solution was named one of the "Top 100 Technology Projects" by InfoWorld magazine in November 2005.

Director of Product Development - Usage, Retention & Marketing 2000-2002

- Increased revenue by over 300% after creating and implementing a Loyalty & Rewards Strategy.
- Prepared and executed business plans generating \$13M in new revenue over 5 years.
- Launched a new end-to-end Rewards Fulfillment process, which included vendor evaluation, preparation of business cases, vendor negotiations, contract negotiations and creation of client agreements.

PROFESSIONAL EXPERIENCE

(Continued)

FIRST DATA CORPORATION - FINANCIAL SERVICES DIVISION - OMAHA, NEBRASKA***Director of Product Development - E-Commerce 2000-2000***

- Developed and evaluated new business opportunities for consideration by management, including: loyalty products, e-wallets, single-use-number technologies, email management systems, and numerous others.

HOME ACCOUNT NETWORK (DIVESTED BY FIRST DATA) - OMAHA, NEBRASKA***Product Manager - Internet Banking 1999-2000***

- Designed, developed and delivered transactional Internet-based financial services products for Internet start-ups with second year revenues of \$200K progressing to \$8M in year four.
- Increased the number of clients from one to over 100 within four years and managed client relationships, including those with NextCard, Fleet, Advanta, Metris and Travelers Bank (Citigroup).
- Oversaw the creation of new product concepts, business case development along with business strategy, product prototypes, documentation, sales materials, marketing and press releases, competitive analysis and overall execution of the product life cycle strategy.

FIRST DATA RESOURCES, INC. - OMAHA, NEBRASKA***Product Manager - Internet Banking 1995-1999***

- Spearheaded the creation of a transactional web-based banking application. Managed multiple products from conception to implementation and support of the first client site. Utilized thorough knowledge of electronic commerce and financial services, major back-end financial processing systems, and the movement of funds throughout electronic financial networks to influence the design and development of products.
- Engineered and directed the creation of multiple proprietary payment processing systems including bill payment interaction with CheckFree (TransPoint), Princeton eCom, CyberBills and other in-house payment processors.

Senior Project Manager 1995

- Achieved a thorough understanding of telecommunications, statement processing, embossing, inserting and marketing methodologies, fraud scoring, start-up, conversion and client deconversion processes. International business and client experience.

Project Analyst 1994-1995

- Developed effective ability to persuade and manage demanding customers. Effectively researched and recommended solutions to difficult situations.

Client Representative I-VI 1990-1994

- Provided ongoing service to clients, managing multiple client issues and projects related to customer service.

EDUCATION

UNIVERSITY OF NEBRASKA - Lincoln, Nebraska 1986 - 1988

Bachelor of Science Degree, Business Administration 1988

NORTHEAST TECHNICAL COMMUNITY COLLEGE - Norfolk, NE - 1984-1986

Associate of Arts Degree, Business Administration 1986

OTHER

- United States Patent# 7,490,059 issued 2009, Methods & Systems for Consolidating Financial Reporting
- Boy Scouts of America and Cubs Scouts Assistant Scout Master and Adult Leader since 2004
- Other interests include: Biking, Fishing, Camping, Fitness, Racquetball, and other outdoor activities