

Ron Bogan

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RETAIL BANKING VICE PRESIDENT - LEADS TEAMS TO EXCEL

Self-Motivated Leader, Problem Solver, and Customer Journey Focus

Results oriented, forwarding thinking, banking, and financial services professional with leadership expertise in the areas of risk management, compliance, and retail banking. Provides leadership and collaboration in highly visible initiatives to enhance the consumer experience, identify opportunities, and facilitate compliance. Works with all levels of corporations to communicate root case trend analytics. Frequently partners with legal, corporate communications, fraud risk, and various line of business leadership to resolve complicated research issues, while providing complaint subject matter expertise for internal/external regulatory exams in conjunction with audit, compliance, and multiple areas within the financial institution.

Innovative, decisive team builder who champions employee engagement, drives performance, mitigates risk, and influences partners to improve operations, ensure sustainability, and enhance the consumer experience.

CORE COMPETENCIES:

Leadership | Risk | Compliance | Analytics | Collaboration | Communication | Program Development | Coaching | Behavioral Consultation | Training

PROFESSIONAL EXPERIENCE:

FIRST NATIONAL BANK, Pittsburgh, PA

2016 – present

Regional bank headquartered in Pittsburgh, PA providing financial solutions for consumer, commercial & wealth management customers in 7 states and District of Columbia with more than 340 branches.

VP, Manager of Operational Risk and Support Services – Retail Operations Group

2024 – present

Reporting to the Director of Operational Risk and Support Services, responsible for developing, staffing, and managing a team of Business Process Optimization Specialists. This team analyzes, documents, and improves business processes across the enterprise. The role involves close collaboration with various departments to identify opportunities for process improvement and implement solutions that enhance operational efficiency and effectiveness.

- Lead and manage a team of Business Process Optimization Specialists.
- Develop and implement systematic methodologies across the enterprise.
- Map and document business processes.
- Engage with stakeholders to identify and address process improvement opportunities.
- Oversee initiatives to enhance operational efficiency.
- Conduct training and development sessions for team members.
- Measure and report performance using KPIs and KRIs.

VP, Manager of Compliance and Emerging Risk – Retail Operations Group

2022 – 2024

Reporting to the Director of Operations and Efficiencies, charged with identifying and assessing compliance risks, monitoring controls, and developing/executing remediation plans to address deficiencies across various retail business units. Represents the line of business in all critical projects with compliance impact, interacting with leadership at all levels of the organization. Oversight of the Manager of Complaint Escalation and Consumer Feedback Group

- Monitored high risk clientele.
- Developed exiting logic for several high-risk clientele based on risk and emerging risk profile.
- Oversight of BOE/CIP Tiered Escalation Implementation.
- Oversight Overdraft/Courtesy Overdraft Monitoring initiative.
- Oversight and development of revisions to the Consumer Feedback Program.

VP, Manager of Complaint Escalations and Customer Feedback – Retail Operations Group**2016 – 2022**

Reporting to the Executive Director of Retail Banking Operations, charged with oversight of the Consumer Feedback Program for all retail banking. Ensures all consumer complaint feedback, from regulatory, executive, and front-line channels, are categorized, analyzed, and remediated in a fair, timely and consistent manner that protects the reputation of the organization. Accountable for regular reporting to all levels of the organization along with policy, procedure, and training recommendations. Inspirational leader with regulatory accountability for Retail Operations. Key point of contact for Audit and Compliance for retail bank.

- Increased FNB's Better Business Bureau rating from a "C" to an "A+" within two years of program inception.
- 496% increase in the Consumer Feedback Program participation while decreasing from 56% to a 5% average past due complaint items and decreasing from 56% to .03% unresolved complaint items.
- Formed the Complaint Escalation and Customer Feedback Team, while creating, documenting, and implementing the program procedures.
- Selected for Up-and-Coming Talent Mentorship Program with executive leadership.
- Creator of the Voice-of-the-Customer, managing feedback center to react, solve problems, and expedite resolution.

PNC BANK, Pittsburgh, PA**2006 – 2016**

A coast-to-coast franchise with headquarters in Pittsburgh, PA providing an extensive retail network and presence in the country's 30 largest market along with strategic international offices in Canada, Germany, the United Kingdom and China. Offering retail banking services, credit cards, asset management, mortgages, personal loans, commercial loans, and lines of credit for 2,600 branches.

AVP, Healthcare Onboarding Specialist – Treasury Management & Healthcare Services**(2016)**

Accountable for coordinating the successful implementation of healthcare portfolio client's electronic remittance advice and electronic claims submission programs. Additional oversight included providing account management services post-implementation for high value portfolio clients, consultative review of processes for both payers and provides along with recommendations to improve the overall program.

- Onboarded and integrated four multi-billion-dollar healthcare provider's payable and receivables while providing ongoing account management services.
- Identified as primary point of contact for one of PNC's top five corporate accounts at the request of the healthcare client.

AVP, Team Group Leader – Retail Escalation Group**(2014 – 2016)**

Oversight leadership and performance driven coaching to a team of 20+ leaders through problem solving sessions involving highly complicated retail and commercial complaints, project initiatives, KPI monitoring and reporting while ensuring compliance with corporate policy and regulatory procedures.

- Within first year of role, reduced team's complaint case load by 60%.
- Within first year of role EIQ scores rose from 4.68 to 4.83.
- Within first year of role team became top performing across three states, exceeding all KPI's and providing workload support to struggling peers.
- Only Business Banking and Commercial Loan Servicing SME in Retail Escalation Group.
- Collaborative partnership with the Digital Banking Team leadership for implementation of complaint process, enhancing corporations omni-channel consumer approach.
- Collaborative partnership with contact center leadership to provide supplemental training on complaint program purpose and reduction in submission errors.

AVP, Team Leader – Business Banking Service Group**(2011 – 2014)**

Oversight leadership, support, and performance driven coaching to a team of 20+ business consultants who serviced business checking, savings, credit card, online banking, loan, and commercial loan accounts. Position involved complicated research of business service issues escalated from consultant and coaches.

- Achieved Gallup Human Sigma Score 5.
- Achieved Gallup Employee Engagement Score 4.94.
- Business SME, partnering with PNC University in the development of training materials including annual reviews,

modifications, and approvals.

- Provided regular presentations representing business banking to new hire recruitment and onboarding groups.

Officer, Senior Coaching Consultant – Business Banking Service Group

(2006 – 2011)

Reporting to Business Banking Team Leader and charged with performance-based coaching that delivered ongoing monitoring, corrective action, and exceptional results in meeting day to day along with overall team KPI's. Position involved complicated research of business service issues escalated from team.

- SME to operations in development of commercial loan advance/payment approval process.
- Developed business banking specific maintenance processing group.
- SME support for acquisition of National City Bank – PNC's largest acquisition to date.
- First business team coach as part of a pilot program. Success led to utilization of coaches for all business teams.

CITIZENS BANK, Pittsburgh, PA

2001 – 2006

One of the nation's oldest banks headquartered in Providence, RI providing retail banking services, mortgages, personal loans, commercial loans, and lines of credit for 940 branches.

Officer, Team Leader - Consumer Banking

Oversight leadership, support, and performance driven coaching to a team of 20+ consumer banking consultants cross trained to service checking, savings, credit card, online banking, and loan accounts.

- Selected member of company's Fraud Stopper Program.
- Selected member of company's Morale and Culture Program.
- Selected member of company's Youth Mentorship Program.

COMMUNITY INVOLVEMENT:

- Writer, Substack Newsletter on racial issues.
 - Authored insightful articles addressing racial issues, fostering discussions, and raising awareness among a diverse readership.
 - Conducted research and interviews to provide well-informed perspectives on current events and historical contexts.
- Adult Sunday School Teacher
 - Developed and delivered educational material focusing on the implications of slavery and the church.
 - Engaged with community members to promote understanding and dialogue on critical social issues.
- Men's Ministry Leader
 - Led initiative combining fitness, isolation avoidance, and real-world Biblical issues specific to men
 - Organized and facilitated group activities and discussions to foster community and personal growth.
 - Provide mentorship and support to men in the community, addressing their unique challenges and promoting holistic well-being.

CERTIFICATIONS:

- Lean Sigma Corporation, Lean Six Sigma Green Belt
- American Bankers Association, Financial & Credit Risk Management Certification
- American Bankers Association, Operational Risk Management Certification
- American Bankers Association, Risk Frameworks Certification
- SAS Institute, SAS VA Fast Track
- Toastmaster's International, Advanced Leadership Bronze & Competent Communicator
- American Bankers Association, ABA Certificate in Deposit Compliance
- PeopleKeys, DISC Behavioral Coaching Consultant
- BankersWeb, Complaint Management: Regulatory Oversight & More

- New Horizons Institute, SharePoint Advanced Site Owner with Workflow Administration
- New Horizons Institute, MS Excel Data Analysis with Power Pivot
- American Bankers Association, Complaint Management Programs: New Challenges and Solutions
- New Horizons Institute, SharePoint Site Owner

ORGANIZATIONAL MEMBERSHIPS:

- American Bankers Association, Black Bankers Employee Resource Group (BBERG)
- American Bankers Association (ABA)
- Risk Management Association (RMA)