

SALT LAKE COUNTY
Board Member Nomination/Application

Board: Community & Support Services Advisory Council (CSSAC) Date: 10/10/2018

Nominated By (if applicable): n/a

Nominee's Name Syd Peacock

Home Address: [REDACTED] City, State, Zip [REDACTED]

Work Address: n/a

Home Phone: [REDACTED] Work Phone: _____ E-Mail: [REDACTED]

Would applicant prefer work or home phone/address used as mailing address? home

Salt Lake County Council District #: _____

(To find the district you live in go to <http://vote.utah.gov/elected-officials/>, enter your address and zip code, then click on **Find**. The results will produce a map with a **red diamond** at your home location. Click on the diamond and wait for a text box to appear containing your elected officials. Scroll down until you see the **fourth** County Council representative (not "At-Large") and list that name above.)

I prefer that my personal contact information remain private and protected Yes

Unique qualifications and/or perspectives you would bring to a Board or Commission:

Board Coordinator Staff Section

Salt Lake County does not discriminate on the basis of race, color, national origin, sex, sexual orientation, age, religion, marital status, or disability.

Is this a (check one): reappointment fill vacant seat new seat added to board
If filling a vacant seat, why? Term expired (expiration date: _____) Member Resigned
Other n/a

Name of board member being replaced: n/a

This is a 2 year term. Term will begin October 1st of 2018 and end September 30th of 2020

Comments: Initially served a partial term which was vacated early or created in 2017. Eligible for two additional full terms.

SYD PEACOCK

PROFESSIONAL SUMMARY

Advanced operations management skills and abilities that include: Customer driven with an in-depth understanding of consumer laws and federal regulations, the ability to set policy, adherence to regulatory compliance standards, new product implementation, process mapping and Six Sigma training. Exemplary verbal and written communication skills with a strong aptitude in thought leadership and problem solving capabilities. Strong analytical abilities including: complex data gathering and tracking, budgeting, forecasting and PC modeling. Expertise in developing successful cross-functional work teams within the organization and maintaining successful vendor relations. Results oriented with the ability to successfully work under pressure and meet strict deadlines. Conduct that reflects a commendable level of integrity and confidentiality

EMPLOYMENT HISTORY

Synchrony Bank, Draper, UT

2014 – Present

Vice President CRA Investment

Provide strong community development experience that includes sourcing, underwriting, and asset management of \$825MM loan and investment portfolio. Responsible for the accurate documentation of CRA loans and investments. Proven leadership, organizational, and project management skills that includes streamlined processes and procedures to enhance overall efficiency and quality control.

Significant Accomplishments:

- Underwrite and manage \$825MM community development CRA loan and investment portfolio
- Developed and implemented Low Income Housing Tax Credit investment process strategy for Synchrony Financial/Synchrony Bank
- Oversee asset management program that includes equity investments such as tax credit investments, fixed income investments, and commercial loans
- Successful CRA regulatory exam results

American Express Company, Salt Lake City, UT

2003 – 2014

CRA Senior Manager – American Express Center for Community Development (2010 – 2014)

Responsibilities included sourcing, underwriting, and asset management of \$1.2 billion loan, investments and grant portfolio. Accountable for the accurate documentation of CRA loans, investments, grants, and detailed reporting to executive management in regards to CRA results and activities. Proven leadership, organizational, and project management skills that included streamlined processes and procedures to enhance overall efficiency and quality control. Successful CRA regulatory exam management skills, obtaining outstanding recognition from regulators for CRA program and community support.

Significant Accomplishments:

- Managed regulatory, legal and contract issues
- Oversaw asset management program that includes equity investments such as tax credit investments, fixed income investments, and commercial loans
- Provided detailed reporting to all levels of management in regards to CRA activities and results
- Successful CRA regulatory exam results

Business Analyst /Team Leader – American Express Centurion Bank (2003 – 2010)

Drove results for American Express Centurion Bank – Operations department through in-depth business analysis of the critical processes and practices. Department liaison for Audit, Compliance, and Internal Control in support of all internal and external reviews. Responsibilities included: creating, monitoring, testing, and reporting of all high-risk Process Risk Self Assessments (PRSA) that impact Internal Control, transactional testing of all applicable process controls for ACH, Wire processing, and associated service level agreements for Item Processing. Accountable for process flows, operational procedures, unit costing, statistical tracking, audit coordination, and new initiative testing and implementation. Analyzed performance results to identify trends and implement changes that drive improvement in the operation. Other duties included monitoring and improving internal controls, communicating all changes to policies, procedures, and practices. Provided on-going feedback to direct reports in day-to-day interaction, one-on-one monthly meetings, and semi-annual performance evaluations.

Significant Accomplishments:

- Implemented Consumer Complaint processing within Operations by developing detailed process maps and procedures
- Created detailed matrices for the ACH and Wire Transfer Board Policies, linking crucial procedures and testing to the policies
- Represented AECB Operations as a department subject matter expert in the most recent in-depth ERASE audit
- Developed detailed process maps in support of transitioning the processing of global treasury payments within the AECB ACH team

Federal Reserve Bank of San Francisco, Salt Lake City Branch, Salt Lake City, UT

2000 – 2002

Senior Operations Manager – Check Services

Accountable for leading the successful 24/7 operation of the Check Services department including mailroom receipt, item processing, reconciling, and dispatch of commercial financial institutions work within strict deadlines. Provide premiere customer service to all depository institutions while meeting all float management goals and meeting or exceeding all departmental P/L targets. Reporting staff more than 60.

Significant Accomplishments:

- Successfully implemented the national initiative for Check Standardization, leading the software/hardware conversion for the SLC Branch, which was the first office in the System of 43 offices to convert to the entire new platform
- Developed district plan for utilizing outside temporary assistance for the Check Standardization implementation and district restructure plan
- Developed and implemented “just in time” processing for matching labor resources to volumes to maximize efficiency and reduce operating costs
- Adhered to strict compliance laws and regulations, successfully passing all quarterly and periodic compliance reviews with the highest rating
- Implemented district initiatives for managing float, quality and productivity; utilizing “best practices” to gain maximum efficiency

IHC - Primary Children’s Medical Center, Salt Lake City, UT

1997 – 2000

Process Manager - Patient Administration (Business Office)

Responsible for managing the daily activities and functions of the Patient Administration process to include third party billing, cash posting, electronic remittance of insurance claims, resource counseling/financial assistance planning, medical records, cashiers, and ad hoc projects including the month end variance expense report. Reporting staff more than 25.

Significant Accomplishments:

- Effectively managed the innovative consolidation of the Patient Account Services department with the Medical Records Department (a unique achievement in that only a few hospitals in the country have consolidated these departments)
- Created and maintained the monthly Monitoring Compliance Log for the 72/24 Hour Rule associated with government payers
- Implemented innovative loose filing process in the Medical Records area utilizing strong resource management skills and process reengineering abilities

American Investment Bank, N. A., Salt Lake City, UT

1996 – 1997

Vice President - Collections Department

Lead the effective collections of a \$125 million-dollar sub-prime auto loan portfolio. Achieved delinquency and loss ratios within industry standards and corporate policy. Established collection criteria and methodologies to create positive customer relations. Monitored credit policy to ensure all state/federal laws were strictly adhered to. Directed high volumes of inbound and outbound calls in multiple settings. Reporting staff more than 25.

Significant Accomplishments:

- Successfully implemented ACD telephone system for collections staff of twenty-five. Organized the specific telephone hunt groups to meet the geographic areas of service
- Lead credit policy decision making in establishing new customer underwriting policy and procedures
- Created staffing models based on call volumes and number of accounts worked by each collector. Redistributed the account base of approximately 14,000 accounts to even out the overall workload among all collectors

AT&T Universal Financial Corporation (UFC), Salt Lake City, UT

1995 – 1996

Senior Credit Officer and Security Officer - Assistant Vice President

Managed the UFC credit cycle, overseeing the efficient implementation and maintenance of all lending programs. Intricately involved in product development, account acquisition strategies, credit policy issues, credit operations activities and transaction relationships. Responsible for the integrity of the credit policy including writing policy, approving exceptions, doing self audits and recommending modifications to policy as needed. Monitored the collection process for delinquent accounts, working with AT&T Universal Card support personnel. Responsible for the data gathering, preparation of credit MIS and monthly presentations to the Board of Directors. Maintained the Credit Cycle Roll Rate Summary model to track and forecast gross dollar volume, delinquency, charge offs/losses, and roll rates. Participated on the Alco Committee.

Significant Accomplishments:

- Achieved delinquency and credit loss ratios within the industry standard; ensuring compliance with all federal and state regulations
- Actively participated in monthly board of director meeting, driving all credit performance and policy issues
- Implemented a secured card product backed by certificate of deposits as collateral
- Championed successful credit policy criteria based on established decision tree analysis
- Lead the segmentation of collection accounts resulting in greater process ownership

Supervisor - Special Handling - Card Division (1989 – 1992)

Lead the Special Handling card-processing unit of New Accounts. Provided world-class customer service to all clients. Responsible for all quality control and individual credit analyst monthly audit. Performed routine telephone monitoring to ensure customer service measures were maintained. Customer service driven to exceed all card member expectations.

Significant Accomplishments:

- Achieved twenty-four-hour turnaround time for all special handling applications
- Developed initial concept for PC based processing system for Special Handling

Senior Financial Analyst - Card Division (1986 – 1989)

Responsible for the budget/forecast and month end financial closing process for the New Accounts Department. This included nine separate cost centers and five major products (Basic, Gold, Platinum, Optima, and Small Business) with a combined annual operating expense budget of \$25 million dollars. Developed and maintained PC expense models for all products for the major expense lines which included credit bureau, telephone, and postage. Developed in depth staffing models to determine efficient levels of staff to meet the marketing application volume allocation and telephone call volumes for all products. Prepared monthly New Accounts Results reporting package, which included financial/volume data and compared current month actual results to budget/forecast, year to date actual results to budget/forecast and full year forecast. Completed the monthly expense variance report, providing detailed explanations. Updated unit cost information for consolidation with corporate finance reporting. Accomplished ad hoc requests as required utilizing SAS programming.

Significant Accomplishments:

- Documented experience in expense tracking and analysis, PC modeling, budget/forecasting, credit scoring, and reporting
- Initiated many new service products as a significant member of the start-up team
- Implemented tracking system for Credit Bureaus ensuring the integrity of the billing and month end accrual
- Instrumental in assisting the cost center managers during the budget process and month end closing

Financial Analyst - Travelers Cheque Division (1985 – 1986)

Responsible for the daily, weekly, and monthly worldwide reporting of all Travelers Cheques sales results. Managed the monthly expense allocation to the various regions worldwide. Maintained the daily monetary exchange rates. Performed ad hoc projects as assigned.

Significant Accomplishments:

- Created consistent worldwide geographical profit and loss volume factor matrices for expense allocations totaling more than \$120 million annually

Senior Credit Analyst – Card Division (1983 – 1985)

Responsible for the accurate underwriting and processing of American Express card applications. Provided training and quality control for a team of twenty credit analysts. Lead credit analysts in various areas including regular card products and the decline media team, responding to potential card members on the phone as well as through the automated letter generation system.

Significant Accomplishments:

- Member of initial thirteen credit analyst start-up team for New Accounts in Salt Lake City
- Achieved strict customer service measure for application processing time

COMMUNITY SERVICE/PROFESSIONAL AFFILIATIONS

- Rocky Mountain CRC – Loan Committee
 - Salt Lake City Habitat for Humanity – Family Selection Committee
 - UTFC Fund II oversight committee member
-

EDUCATION AND TRAINING

Bachelor of Science - Business Administration/Finance

Weber State University – Ogden, UT

ABA Graduate School of Bank Card Management

The University of Oklahoma – Norman, OK

Six Sigma Yellow Belt Training

American Express Company – Salt Lake City, UT

Method I Project Management Training

American Express Company – Salt Lake City, UT



Board Appointment Approval

On the 30th day of October 2018 the Salt Lake County Council consents to the reappointment of Mr. Syd Peacock as a member of the *Community and Support Services Advisory Council*.

Mr. Peacock already served a partial term. His first full, two-year term will last from October 1, 2018 through September 30, 2020.

Ben McAdams

Salt Lake County Mayor

Erin Litvack

Deputy Mayor, County Services

Rick Graham

Deputy Mayor, Operations

Karen Hale

Deputy Mayor, Community
& External Affairs

Darrin Casper

Deputy Mayor, Finance
& Administration

Salt Lake County Council

Aimee Winder Newton
Chair, Salt Lake County Council

Attest:

Sherrie Swensen, County Clerk

Please instruct the Council Clerk to return this form to Anna Vukin-Chow in the Mayor's Office, N2- 100 to process this appointment.