

Senior Implementation Manager



About OptiFunder

OptiFunder is a leading provider of cloud technology to the residential mortgage finance industry and a pioneer of the Warehouse Lending Management System for mortgage originators. We provide a portfolio of technology solutions to non-bank mortgage-originating institutions to help lenders originate more loans, reduce origination costs, and increase operational efficiency across the mortgage lifecycle. By joining OptiFunder, you'll become part of a forward-thinking company transforming how our customers embrace technology to enhance their business and the bottom line. One of the fastest growing fintech companies, we offer the excitement of a rapidly growing technology disruptor with the stability of a seasoned management team and some of the brightest minds in mortgage banking and the best talent. Visit www.OptiFunder.com to learn more.

Job Description

We seek a full-time, high-quality, professional Implementation Project Manager with a FinTech, Business Analysis, or Mortgage Operations background to join our rapidly growing technology company. This position is primarily responsible for engaging new clients. The Implementation Project Manager focuses on planning, leading, and controlling the Implementation of OptiFunder systems from beginning to end. Using industry knowledge and expertise, the Implementation Project Manager will continuously enhance the experience and efficiency of the implementation process.

Essential Functions

- Serve as the primary point of contact for new clients during all implementation project phases.
- Ownership of the project plan and client communication
- Ensure timely implementation of the software
- Coordinate internal and external resources and stakeholders to carry out each aspect of the client effectively services implementation process.
- Provide post-implementation services for customers including, but not limited to, deploying OptiFunder upgrades, modification to OptiFunder environment due to customer business process changes, proper escalation of issues, etc.
- Proactively resolve business & technical problems.

- Maintain subject matter expertise of OptiFunder products and services through training and self-study.
- Collaborate with Product Management and Development teams to provide valuable input from “the field” and test new product releases.
- Serve as a customer advocate within OptiFunder and interface with internal departments to develop, implement and drive strategies to meet client requirements and enhance product offerings.

Skills and Experience

- Minimum 4 years working within the Mortgage Industry
- Minimum 4 years of project management or software implementation experience
- Familiarity with industry-leading technology platforms, including Loan Origination Systems
- Bachelor’s Degree in a related discipline; advanced degree preferred.
- Extensive practical experience with agile project management and software development lifecycles. Experience in Digital Transformation and major change initiatives is a plus.
- Excellent client-facing skills, including authentic relationship building, negotiating, situational leadership, polished presentation, and writing, with a natural ability to establish trust and credibility.
- Strong grasp of and interest in technical concepts, business processes, optimization, quantitative data, and database structures.
- A firm foundation of troubleshooting methodology that can effectively solve problems that have never been solved before in situations where only limited standardization exists.
- Experience in working with cross-functional/cross-departmental and virtual teams.
- Must be able to prioritize and manage concurrent projects and issues skillfully.
- Energetic, self-directed, and creative, with demonstrated ability to thrive in a fast-paced environment with limited formal structure and emerging priorities.
- Ability to bring calm and high competence to the customer experience.
- Proficiency with Word, PowerPoint, Excel, and CRM tools; Excel power-user is plus

Travel Requirements

No travel

LOCATION: Remote, Anywhere USA

Job Type: Full-time

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to any protected class status