



Senior Implementation Leader

About OptiFunder

OptiFunder is an innovative FinTech company and the 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 that is transforming the way 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 best talent around. Visit www.OptiFunder.com to learn more.

Job Description

We are seeking a full-time, high quality, professional Implementation Project Manager with a background in FinTech, Business Analysis, or Mortgage Operations to join our rapidly growing technology company. 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

- Provide technical implementation leadership and project management expertise.
- Ownership of the project plan and primary point of client communication
- Ensure timely implementation of the software.
- Coordinate internal and external resources and stakeholders to effectively carry out each aspect of the client 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 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 natural ability to establish trust and credibility.
- Strong grasp of and interest in technical concepts, business processes, optimization, quantitative data and database structures.
- 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 skillfully prioritize and manage concurrent projects and issues.
- 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 tool; Excel power-user is plus

Mindset

- *Growth Mindset*: Proven ability to quickly learn new concepts, processes, software, engineering and mathematical ideas. Committed to professional development with focus on data science continuum and state-of-the art technologies.
- *Empathetic and Customer-focused*: Effective listener who builds collaborative relationships and strives for mutual gain in all interactions. Focused on delivering product and services that solve customers’ problems, generates business value, and enhances user experience.
- *Resilient*: Ability to deal with open-ended data-related problems, and to gain valuable insights from data sets that may be initially unwieldy. Must be able to effectively clean data sets to perform analysis and predictive analytics work.
- *Creative Problem Solver*: Able to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to frame or solve a problem. Responds to obstacles and takes appropriate action when faced with adversity.



- *Displays Professionalism:* Self-motivated to display high personal, professional and ethical standards.

LOCATION Remote

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.