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BAC-9815

Contact Information

Contact Name

Tri Nguyen

DOB

Gender

Male

Other Gender

Title

Home Address

Hispanic or Latino origin or Descent?

No

Race/Ethnicity

Asian

Other Ethnicity

Salutation

Mr.

Pronouns

He/Him

Application

Status

New

Council Resolution Number

Notes

Board Information

Work Information

Additional Information

Are you a registered voter?

If so, what county?

Denver City Council District No

4

Conflict of Interest Explanation

Objection to appointment?

No

Special Information

Registered Lobbyist

No

Conflict of Interest

No

Education and General Qualifications

Name of High School

Location of High School

of Years Attended High school

Did you Graduate High School

Yes

Name of Graduate School

Location of Graduate School

of Years Attended Graduate School

Did you Graduate

Graduate Major

Name of College
Location of College
of Years Attended
College
Did you Graduate
College
Undergrad Major

Reference Details

Reference Name #1
Reference Phone #1
Reference Email #1
Reference Address #1

Reference Name #2
Reference Phone #2
Reference Email #2
Reference Address #2

Reference Name #3
Reference Phone #3
Reference Email #3
Reference Address #3

Agree to a
background check



Owner Esther Lee Leach

Created By Denver Integration, 2/18/2025, 1:40 PM
Last Modified By Denver Integration, 2/18/2025, 1:40 PM

Notes & Attachments

Tri Nguyen Biography.docx

Type Attachment
Last Modified Denver Integration
Description
[View file](#)

Tri-Nguyen - Headshot.webp

Type Attachment
Last Modified Denver Integration
Description
[View file](#)

Tri Nguyen - Resume.docx

Type Attachment
Last Modified Denver Integration
Description
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Applicants History

2/18/2025, 1:40 PM

User Denver Integration
Action Created.

Tri Nguyen

Marketing, Technology Consultant, Mortgage Banking Professional

Denver, CO 80222



Strong relationship manager. Overall well-rounded business professional with over a decade of proven success in Mortgage Banking. Seven years of knowledge and experience for one of the top 5 mortgage servicers in the country. Four years of consultative work with technology-based consulting, design, testing, and implementation.

Entrepreneur with management skills and experience. Managing multiple teams on multiple projects across the country. Multi-tasking expert versatile in more than one industry with proven success in previous leadership roles. Project timeline and goals driven.

Understanding of concepts, implementation process, setting goals, and meeting objectives. In-depth knowledge of technology. Experienced with large data migration and onboarding process.

Work Experience

Senior Technology Consultant / Testing Manager

BlackFin - Group

Englewood, CO

September 2020 to Present

Project Management / Senior Technical Consultant – New Mortgage Banking LOS/LOP Applications

- Jira – Project Management Software – Setup and maintenance of multiple ongoing projects
- Oversaw the deployment of new mortgage products into mortgage operations
- Responsible for managing and leading assigned process improvement projects within mortgage fulfillment areas
- Responsible for identifying and scoping business requirements and deliverables
- Responsible for creating goals, milestones, and project plans
- Identified documents and managed scope or deliverable change requests as required
- Created and maintained activity and status reports for internal customers, Coordinated daily tasks, and assigned project resources
- Ensured the project's success while remaining within the scoped time and budget
- Managed and helped to ensure client satisfaction in partnership with the internal team
- Properly notify the internal team of any risks, weaknesses, or opportunities that could impact the project's success, escalating to upper management as needed
- Plan for and control quality by reviewing items before delivering to clients; work with internal teams on needed revisions/enhancements
- Coordinate and participate in periodic project and program reviews and strategy meetings

Implementation / Technical Testing Manager – Existing LOS/LOP Enhancement & Advance Configuration

- Management of 4 business analysis who supported testing of various components of the LOS/LOP software
- Planned, coordinated, and directed complex loan origination software implementation projects.
- Established strong relationships with clients as their primary point of contact
- Monitored project status and kept relevant stakeholders informed. Leveraged product knowledge to design creative solutions to unique problems
- Performed gap analysis between the software and client requirements
- Reconciled gaps with either custom configuration effort or by collaborating with the product team

to develop enhancements

- Created Statements of Work (SOWs) for enhancements requiring development work
- Directed configuration teams to align with testing team
- Coached/Mentored new team members and others new to the industry
- Increased testing efficiency by 53% by utilization of testing software – Test Pad. Reduced duplicate steps by standardizing testing process
- Worked closely with vendors during user acceptance testing

Black Knight - MSP Conversion Project – Testing Manager

The activities supported included but were not limited to:

- Data Mapping and related change control
- System Configuration
- Trial and Final conversion data validation
- Vendor integration
- Testing Configurations Settings
- Operational readiness
- First POC for operations teams at time of conversion
- Implementation of approximately 7 Black Knight applications in addition to MSP

Client Relationship Management – Relationship Sales

- Project benefit selling and cross selling of services and understanding of products
- Delivery of business objectives by assessing and documenting technology and business processes
- Assess business operations, automated systems and processes, business intelligence and data management
- Analyzing big data and assessing complex financial services technologies commonly used within the industry
- Managed project, supervised project team, monitored timelines, and coordinated deliverables
- Results and data analytics for reporting of project scope, overall progress, and results

Marketing Manager

AutoTrek -

Littleton, CO

November 2017 to June 2020

- Client facing contract sales
- Customer relationship management
- Sales Analytics - Marketing integration
- Social media campaign management
- Google Ads, Facebook marketplace
- Search Engine Optimization (SEO)
- Digital Content, design for email, direct mail
- Developing and training new product/services to over 500+ audience
- Call center mapping and flow experience
- Managing Customer Relationship Management (CRM) programs/platforms/settings
- Sales - product line pre/post implementation
- Reporting and analysis
- Process improvement

Marketing/Campaign Administration Supervisor

Specialized Loan Servicing (SLS) -

Highlands Ranch, CO

July 2011 to November 2017

Specialized Loan Servicing (SLS) April 2016 - Present 6+ years of management, and Highlands Ranch, CO
Marketing/Campaign Administration Supervisor

- Developing marketing campaign initiatives from data analytics
- Implementation of investor strategies and logistics
- Data analytics to create: Content, design for email, direct mail
- Call center mapping and flow experience
- Manage CRM programs/platforms/settings
- Sales - new service and product pre/post implementation

Data Analytics – Data Mining & Reporting

- SQL – Utilization for query pulling and mass data manipulation for new campaign creation based on portfolio needs
- Report analysis and process improvement for various departments to ensure success of campaign

CRM Technical Application – Development Support

- IVY – Proprietary application developed to support servicing of mortgage loans
- Report analysis and process improvement based on test team feedback

Director of Marketing

Montage Mortgage LLC -

Greenwood Village, CO

April 2015 to April 2016

Marketing/Campaign Administration Lead

Specialized Loan Servicing (SLS) -

Highlands Ranch, CO

July 2012 to April 2015

Loss Mitigation Specialist

Specialized Loan Servicing (SLS) -

Highlands Ranch, CO

September 2011 to July 2012

- Responsible for working with borrowers, real estate agents, paralegals title companies and attorneys to facilitate Loss Mitigation workout options such as modifications, short sales and deed's in lieu on behalf of SLS clients.
- Make borrowers aware of the advantages of conducting Retention and/or liquidation options and how to get started in the process
- Responsibilities include making outbound and taking inbound calls on Retention and liquidation accounts to ensure deal is moving forward in timely fashion.
- Ensure supporting documents are complete and accurate to submit for Underwrite and/or Quality Assurance.
- Strong analytical and problem-solving skills to determine what is needed and where to spend effort to maximize results within assigned portfolio.
- Ability to speak professionally and pass QA compliance telephone audits.

- Ensure appropriate procedures and processes are followed as directed by clients of SLS.
- Other duties or tasks as assigned by management.

Spring MKT Intern/Consultant**Stryker Medical Technology -**

Denver, CO

January 2011 to July 2011

Education**Bachelors of Science in Marketing****Metropolitan State University of Denver**

Denver, CO

August 2005 to May 2010

Links<https://www.linkedin.com/in/tri-nguyen-19047435/>

Tri Nguyen (He/Him)

I am a refugee from Vietnam, and my story is shaped by my family's journey to the United States. My dad served in the Vietnam War, and as a result of his service, our family was sponsored to come to the U.S. in 1995. We've called Colorado home ever since, and our love for this state, especially the city of Denver, is why we continue to live here.

Growing up, I didn't have many role models outside of my family, particularly my dad, who worked tirelessly, holding three jobs for many years to provide for our family of six. Resources were limited, and access to community support was sparse, especially with non-profit organizations lacking the digital outreach they have today. My sisters and I faced many challenges as a Southeast Asian refugee youth, and that journey was not an easy one. However, these experiences have fueled my passion to make a difference in my community, particularly for Asian/Pacific Islanders with migration stories like mine.

My personal experiences as a refugee have given me a unique "superpower" that many immigrants share—the ability to face adversity and overcome obstacles with grace, pride, and integrity.

Currently, I'm proud to partner with Convivir Colorado, a community organization founded by an undocumented immigrant to support youth impacted by migration