

# Brian D. McConnell

Data-Driven Operations | AI-Enabled Transformation | High-Stakes Execution

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Brian McConnell builds operational frameworks, runs them, and delivers results. An operator and a leader who drives transformation through people, process, technology, and data, he partners with executives and boards to protect value and build operations that scale. He drives the operating models, the KPI frameworks, and the AI-enabled systems that turn ground-level intelligence into decisions that move the business. A former ocean lifeguard and EMT on one of the busiest beaches in the world, he learned the response has to be automatic when it counts. Lifeguarding runs on process. He builds operations the same way, so they hold at the most critical moment. As a recipient of the U.S. Congressional Award of Valor, that standard of execution under pressure is personal, not a professional habit.

## The industry changes. The complexity changes. The standard does not.

As a senior operational leader with full P&L accountability across enterprise transformation, technology modernization, information technology, vendor management, sourcing, and legal operations, operational exposure is identifiable before anyone else catches it. Most executives react to risk. Brian anticipates it. His background across litigation, compliance, and information governance gives him pattern recognition most operational leaders develop only after the exposure has already occurred. He leads organizations to build it out of the process before it becomes a liability, protecting them from the cost and exposure that derails execution.

The career spans three distinct environments inside one organization, from a top-10 national lender at \$40 billion in peak volume through a \$1.1 billion enterprise sale transition to a full operational rebuild for an entirely different mission. At a regulated financial services organization, Brian served as the senior operational leader and direct advisor to the C-suite and Board of Directors. Most executives faced with an impossible timeline start negotiating the deadline. Brian starts analyzing the problem. He takes in the data, the process, the constraints, and every stakeholder's perspective, then lays out what it takes and delivers. When a federal judge ordered 10,000+ loan files reviewed in 7 months against a 2+ year projection, he diagnosed the bottlenecks, designed a new process, and directed the design and build of a review system that consolidated 5 applications, 3 shared data files, and a static guidelines library into a single automated work queue. A team of 6 finished in less than 7 months.

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## KEY ACCOMPLISHMENTS

- **\$700M+** in enterprise value preserved by redesigning execution workflows across 50+ branches nationwide, cutting the fallout ratio from 3.0% to 0.09% through data analytics and process engineering.
- **82%** enterprise-wide efficiency gains through AI-enabled operations, SaaS portfolio optimization, and full Azure cloud migration, replacing a 60-platform legacy architecture with 25+ custom applications on time and within budget.
- **\$30M+** in total program costs saved by directing a technology-enabled review delivered in 7 months against a 2+ year projected timeline under a hard court-ordered deadline.
- **98.9%** cycle time reduction identified and mapped in an advisory engagement for a Fortune 500 client, consolidating 6 manual systems into one for a path from 8 hours to 5 minutes while eliminating critical data-exposure risk.
- **79%** reduction in offshore audit processing time, from 3.5 hours to 45 minutes, by reengineering the origination, post-origination, and servicing portfolio audit process through direct performance management.