

**MARK J. MILLER**  
N5553 Hwy. I  
Fredonia, Wisconsin 53021  
(262) 692-9732  
mmiller14@wi.rr.com

## **BACKGROUND SUMMARY**

**Senior Financial Operations Executive** with over 30 years of progressively responsible experience in commodities back office operations. Proven track record in Procedures and Systems, Legal/Regulatory/Risk Management and General Management for both regional and national investment firms. Areas of expertise include:

Risk Management	Client Relations	Sales Support
Compliance	Margin Control	Reconciliation
Staff Development	Strategic Planning	Conversions
Clearing Operations	Records & Retention	Account Management

## **PROCEDURES & SYSTEMS**

- Instituted branch office procedure systems which increased overall efficiencies in the individual offices as well as the corporate office.
- Instrumental in the development of an automated order entry system which significantly reduced transmission time and errors; advice outside organizations on related systems.
- Initiated the design, development and institution of an automated margining system, which greatly improved efficiency allowing for a significant increase in business without increasing staff.
- Spearheaded the establishment of a self-clearing operation in Chicago which expanded the company's ability to attract correspondent business and increase revenue.

## **LEGAL & REGULATORY**

- Developed and implemented policies and procedures in account documentation, margins, reconciliation and record retention to compliment product mix while ensuring compliance with CFTC/NFA requirements.
- Consolidated information to avoid duplication and increase efficiency through the design and development of customer confirmations, customer statements and both branch office and corporate back office support documentation to provide the most critical information in the simplest form.
- Analyzed and evaluated accounts holding up to \$800 million in equity on a daily basis to ensure both brokers and customers were adhering to corporate and industry policies.
- Developed and instituted procedures and policies for setting margin limits and loss limits designed to minimize risk for the company as well as the customer.
- Interviewed and made recommendations on the recruitment and hire of commodity brokers from both a compliance/risk perspective, as well as overall professional and sales success.
- Collaborated with the Corporate Compliance Department and the Corporate Council routinely to ensure customer and corporate compliance with rules and regulations.
- Represented the firm as an expert witness in commodity legal affairs.

## **GENERAL MANAGEMENT**

- Key manager of strategic management teams which developed and evolved commodity operations from a four employee department to a team of over 80 employees supporting corporate annual revenue and strategic goals.
- Established excellent rapport with brokers, branch managers and office support professionals which facilitated the growth in annual commodity commissions from \$4 to \$30 million.
- Coached and developed key employees who assumed greater managerial roles; several went on to the corporate executive level.
- Maintained excellent customer service to brokers and customers throughout numerous system changes, consolidations, conversions and corporate restructurings.

- Collaborated with senior management to facilitate the transfer of Milwaukee based commodities operations to headquarters in St. Louis.
- Instrumental in the consolidation of five regional affiliates to one corporation.
- Key participant in the Prudential/Wachovia conversion which increased commissions from \$5 million to \$21 million and recent conversion of 6000 A.G. Edwards accounts to Wachovia.
- Acted as liaison between brokers and clearing correspondent; provided direct support to clients in brokers' absence.

### PROFESSIONAL EXPERIENCE

**Wachovia Securities, St. Louis, MO** **2001 to Dec 2008**

Third largest brokerage group in the U.S. with 10,500 registered reps in more than 2,700 locations.

**Senior Vice President, Commodities**

Responsible for managing the entire scope of use of the commodity product; managing full scope of responsibilities in a consulting capacity since 2006.

**First Union Securities, Richmond, VA** **2000 to 2001**

Predecessor to Wachovia Securities, First Union Securities was a national financial services provider made up of Everen Securities and Wheat First Securities.

**Senior Vice President, Commodities**

Responsible for managing the entire scope of use of the commodity product.

**Everen Securities** **1994 to 2000**

One of the two large supra-regional financial services companies combined to form First Union.

**Senior Vice President, Commodities**

Responsible for managing the entire scope of use of the commodity product.

**Kemper Securities** **1991 to 1994**

Predecessor to Everen. One of the nation's largest retail investment firms with over 450 licensed commodity reps.

**First Vice President, Commodities**

Responsible for managing the entire scope of use of the commodity product.

**Blunt Ellis & Loewi Inc.**

Large regional investment firm with 70 offices and 200 licensed commodity reps; one of five brokerage firms that were combined to make up Kemper Securities.

**First Vice President, Commodity Operations** **1988 to 1990**

Co-managed the commodities operations including market surveillance, risk and compliance.

**Vice President, Commodity Operations** **1984 to 1988**

Managed all functions of a full service commodities back office including daily reconciliation, new accounts, margining, order desk and compliance; oversaw Chicago self-clearing operations.

**Prior positions include: Assistant Vice President, Supervisor and Operations**

### EDUCATION & LICENCES

NFA Series 3 Registration  
NFA Series 30 – Futures Branch Manager  
SEC Series 7 - Securities

University of Wisconsin – Milwaukee, WI  
University of Wisconsin – Whitewater, WI  
Numerous Professional Courses and Seminars