

# William "Leon" McKean

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## PROFESSIONAL EXPERIENCE

### **Academy Mortgage, Anchorage, AK • 2011-Present**

*Top Independent national mortgage.*

**Branch Manager, Producing** - Develops branch marketing and branding programs with emphasis on market expansion and sales growth. Expanded branch with 100% sales growth and developed local office processes and procedures to support the expanded business activity.

- Responsible for all Alaska business operations with total staff of 11.
- #1 producing loan officer for the State of Alaska and ranked top 4 Purchase Originator for the region from 2013 to 2019.
- Achieved Presidents Club and Top Producer designation, the company recognition and designation for top producing team members.
- Member Academy Mortgage Chairman's Advisory Council 2018 & 2021
- Duane Shaw Achievement Award Finalist - 2018

### **Alaska Industrial Storage, Palmer, AK • 2012**

*Industrial Storage Services*

**President & Co Founder** - With the co-founder, developed business model to provide capital intense industries with secure "care, custody and control" storage facilities that reduce the client's overall investment and operating expense for storage of these materials.

- Selected as a finalist in Conoco Phillips 2012 procurement process for offsite storage.
- Business activity discontinued in 2013 after no contact award.

### **Wells Fargo Home Mortgage, Anchorage, AK • 2008-2011**

*No.1 US mortgage originator and #2 servicer of mortgages with 2,200 mortgage and banking stores.*

**Home Mortgage Consultant** - Acts as "face of the company" with customers and referral partners. Develops marketing programs with emphasis on referral relationships with real estate professionals, builders, CPAs, attorneys, and other business reference sources. Originates new loans, and coordinates and completes ongoing mortgage files.

- Produced \$28M in loan originations during the first 18 months to be ranked as #2 in the branch, #6 in the state, while least experienced by more than 7 years.
- Requested by trainer at the largest real estate company in Alaska to provide MS Office workshop training for 60 real estate professionals. No other outside speakers have ever been invited.

### **Great Alaskan Holidays, Inc., Anchorage, AK • 1998-2008**

*Local Alaska motorhome rental company providing sales, rentals, and service of new and used motorhomes.*

**General Manager** - Reported directly to the company President with responsibility for all divisions and operations including retail sales, rentals, reservations, fleet service, marketing, human resources, accounting, and administration. Developed and managed the annual budget and operating plan to grow revenues and increase profits. Recruited, mentored, and coached seven managers with 30 full-time and 75 seasonal employees. Interfaced directly with CPA on production and review of annual financial reports and worked directly with lenders and manufacturers on purchases and account settlement. Created successful retail sales division, including formulation of startup and operational budgets, design of the marketing campaign, integration of new point of sale accounting system, recruitment and training of staff, and development and institution of operational policies and procedures.

- Led and directed growth and increased profits 278% during tenure as GM.
- Negotiated two national retail dealership agreements with manufacturers.
- Identified and secured retail credit facility with national lender from outside of Alaska.
- Coordinated company expansion to newly constructed 26,000 sq. ft. state-of-the-art facility.
- Lowered vehicle service costs/time more than 50% by creating assembly-line service process.

**Continued...**

- Reduced marketing costs 30% and substantially improved response time to marketing changes by establishing in-house marketing department.
- Introduced internet and search engine marketing to replace direct mail campaigns.
- Spearheaded 2 proprietary software developments. Provided instruction and design criteria to software developer to write improvements to address Y2K requirements, enhance pricing models, expanded client tracking, and track vehicle and fleet service maintenance.

**Sato Travel, Arlington VA • 1992-1998**

*Nation's largest provider of travel services to the US Government at US and overseas military sites.*

**Director, Defense Transportation Region 6 Travel Services (1997-1998)** - Promoted and relocated to Arlington, VA to develop \$1B worldwide online travel reservation system marketed to the US Department of Defense. Worked directly with EDS, SABRE (American Airlines), Motorola, and other contractors to develop the proposal. Orchestrated the involvement of all company departments to provide information and solutions required for the integration project. Developed strategic deployment plan for military and government installations in 11 states.

- Personally presented proposed software and deployment plan to the Pentagon evaluation staff.
- Worked directly with EDS integrators to provide industry specific technical consultation in support of the overall integration project.
- Selected by the President and General Manager of the company to be the sole representative of this next generation project.

**Regional Operations Manager (1992-1997)** - Led and directed all business operations at approximately 40 installations in Alaska, Oregon, Idaho, California, Hawaii, and Guam with 15 direct reporting managers and 300 employees. Spearheaded the management of P&L performance, contract negotiation/award, and contract compliance. Traveled extensively meeting with managers, employees, and key customers once each quarter.

- Managed the award of a 5 year, \$10M annual Alaska Regional Travel Services contract.
- Improved contract relationships with key base personnel, increasing customer satisfaction.
- Successfully reduced receivables more than \$10M annually through implementation of improved invoice submission practices, increased follow-up with military pay offices, and strengthened relationships with key personnel.

**Home Inspection Service, Anchorage AK • 1992-1995**

*Home Inspection Service in South Central Alaska.*

**Associate Home Inspector** - Provided home inspection services with home purchasers, reporting on property conditions. One of the initial Licensed Inspectors in the State of Alaska when the program was initiated.

**Alaska Airlines, Anchorage AK • 1985-1992**

*Regional Airline providing passenger, freight and mail services throughout Alaska and the West Coast*

**Operations Agent** - Working with all location station departments and flight dispatch department, coordinate aircraft scheduling, preparation and weight and balance. Prior positions were held during tenure in Air Cargo, Reservations, Customer Service and Operations Agent.

**EDUCATION & CREDENTIALS**

**Master of Business Administration**

Alaska Pacific University, Anchorage, AK

**Bachelor of Science**

University of Oregon, Eugene, OR

**Graduate**

Academy Mortgage – Leadership Academy

**Eagle Scout**

Boy Scouts of America

**Certified Inspector** - International Conference of Building Materials – State of Alaska - Expired

**Boards and Volunteer**

**Special Olympics - Anchorage**

Unified Basketball Coach - Present

**Armed Services YMCA**

Treasurer & Board Member - Former