**Glenn Norihiro**  
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**Professional Summary**

Results-driven Project Manager with 20+ years of experience leading large-scale technology and operational initiatives in the mortgage industry. Demonstrated expertise across the full project lifecycle including business analysis, UAT, data conversion, and production support. Skilled in Agile and Waterfall methodologies with a strong record of delivering compliant, efficient solutions for loan servicing, escrow, investor reporting, and regulatory processes. Recognized for fostering cross-functional collaboration, mitigating risk, and improving operational workflows.

**Core Competencies**

* Project Lifecycle Management
* UAT Leadership & Test Strategy
* Loan Servicing & Data Conversion
* Mortgage Compliance (SCRA, HELOC, Escrow, TRID)
* Agile, Scrum, Waterfall Methodologies
* Stakeholder Communication
* Data Mapping & Analysis
* Issue Resolution & Production Support
* Tools: ALM, JIRA, SharePoint, MS Project, Visio, SQL

**Professional Experience**

**Norihiro Performance Development and Design**  
*Founder & Consultant* | Nov 2022 – June 2024

* Managed daily operations and business strategy for a performance consultancy.
* Established company policies and developed a scalable business plan.
* Mentored partners on department management and operations alignment.

**Bank of America, West Lake Village, CA**  
*Operations Project Manager* | Nov 2020 – Nov 2022

* Led initiatives for Escrow, Customer Service, and Reporting & Analytics.
* Authored requirements and user stories; aligned UAT and development timelines.
* Created UAT test plans, cases, and defect management protocols in ALM.
* Supported Agile teams using JIRA and SharePoint to track release cycles.

**Bank of America, West Lake Village, CA**  
*UAT Test Manager – MSP System Conversion* | Aug 2016 – Oct 2020

* Directed testing and data validation for the transition from iSeries/DALS to MSP.
* Managed end-to-end functional testing of escrow workflows and investor reports.
* Triaged mapping and conversion defects; monitored test progress and risks.

**Bank of America, Simi Valley, CA**  
*Business Analyst / UAT Lead* | Oct 2008 – Jul 2016

* Oversaw testing for projects tied to loan servicing, HELOC, escrow, and compliance.
* Defined business and test requirements using mockups, data maps, and technical specs.
* Spearheaded production issue remediation and post-implementation validation.

**Countrywide Home Loans, Simi Valley, CA**  
*Business Analyst / Testing Coordinator* | Apr 2001 – Sep 2008

* Led onboarding and conversion of equity products and loan data to internal systems.
* Consolidated 35+ servicing templates; developed test cases and defect logs.
* Analyzed servicing data and developed conversion procedures for new portfolios.

**Education**

**California State University, Northridge**  
*Bachelor of Arts in Behavioral Science* | 1993