

MIKE BOURGON

1825 Curve Crest Blvd., Suite 200 • Stillwater, Minnesota 55082 • mike@bourgonhrsolutions.com
651-270-2281

CHIEF ADMINISTRATIVE OFFICER

Senior Executive experienced in driving high growth and managing change in the banking and insurance industries. Strategic leader recognized for a consultative approach in supporting business initiatives and influencing management on sensitive organizational and management issues. Expertly skilled and innovative in performance improvement, risk assessment and creating solutions that deliver competitive advantage. Demonstrated experience that can:

- Function as HR Manager – Human Resources Leadership
- Facilitate Merger/Acquisition Staffing, Efficiencies & Integration
- Address Employee Relations Issues
- Improve Employee Productivity
- Resolve Employee Grievances & Complaints
- Develop & Implement Change Management Strategies
- Develop an Environment of Inclusion & Partnership
- Train Managers to Manage
- Resolve Employee Grievances & Complaints

Bourgon HR Solutions, Stillwater, MN

2005 to Present

Consulting firm providing staffing change solutions and human resource solutions. www.bourgonhrsolutions.com

President and CEO

NATIONAL INTERSTATE, Richfield, OH

2004 to 2005

Leading provider of transportation insurance products for specialty personal and commercial markets.

Vice President, Administration

Responsible for all Corporate Administration including Investor Relations, Human Resources, Corporate Communications, Corporate Risk, and Corporate Risk Insurance. Key duties included the design and implementation of investor relations and governance communications to support the company's IPO launch. Reported to the Chairman & President, managed 5 direct reports, and a staff of 10 professionals.

- Assumed key leadership role in supporting the company's IPO launch including a new IR web site, the Friends & Family reserved share program, IPO press releases and prospectus, and marketing program presentations to potential investors. Drafted and managed scripts for investor conference calls and all other press releases.
- Developed infrastructure for growth of back office departments to align with corporate growth. Departments included Information Technology, Human Resources, Customer Service, Facilities, and Purchasing.
- Initiated restructure of several programs including executive compensation, compensation and benefits for exempt and non-exempt positions, performance management, and a new executive development program.

CHARTER ONE BANK, N.A., Cleveland, OH

1996 to 2004

Bank holding company with \$41 billion in assets and 700 banking centers in 9 states.

Senior Vice President, Chief Administrative Officer

Corporate Officer contributing to 17 merger transactions with growth from \$7 billion to \$43 billion in assets, from 150 to 700+ offices, from 2 to 9 states, and workforce growth of 6,000+ employees. Led and directed corporate wide initiatives in Human Resources, Corporate Training, Employee Relations, Corporate Diversity, Administrative Finance, Procurement, Facilities Management, Telecommunications and Disaster Recovery, Security, Records and Research Management, Corporate Risk Insurance, Retail Insurance Sales, and an operating budget of \$121 million. Key member of Executive Management reporting to the Chairman, CEO, and President of the Holding Company and Bank.

Human Resource Operations

- Implemented an HRIS System with self-service to handle growth efficiently. Outsourced Retirement Plan and the Self Insured Medical Plan. Developed new automated cafeteria-style benefits plan.
- Launched new corporate diversity initiatives: Improved representation through Balanced Slate Recruiting, improved working environment and morale, and increased purchasing of goods and services from minorities and women.
- Managed EEO Compliance programs and achieved zero violations in 2 on-site audits by the OFCCP.
- Implemented proactive policies and procedures to reduce employment liability and mitigate risk of lawsuits.
- Developed Corporate Training to include educational career path opportunities for bank incumbents.
- Coached and mentored a multi-state team of HR Managers enabling their growth to support the business.
- Recognized as a technical expert in dealing with complex employee relation issues.
- Created a separate executive search subsidiary that owned and drove recruiting efforts to attract and hire quality candidates saving \$1 million in recruiting fees. Developed new initiatives including a new web-base front-end recruiting engine, behavioral based interviewing, and psychological assessments. Developed a “just in time” anticipatory recruiting process and skill set among 7 multi-state recruiting teams. Implemented pre-employment testing with special emphasis on sales aptitude for the retail bank.

Strategic Planning and Development

- Revised and employed new systems providing for employee recognition, management development, succession planning, and performance improvement.
- Participated on Corporate Governance and Executive Corporate Risk Committee implementing compliance requirements relating to Sarbanes Oxley, anti-money laundering, and Gramm-Leach-Bliley.
- Developed various Executive Compensation plans for attraction and retention of top executive talent by utilizing Supplemental Executive Retirement Plans, Deferred Compensation Plans, Restricted Stock and Stock Options programs. Served as coordinator and liaison with Compensation and Stock Option Committee of the Board of Directors’ for all Executive Compensation and Human Resources issues.

Administrative Services

- Managed all aspects of Branch facilities expansion. Developed De-Novo and in-store branches in excess of 100 locations in 24 months. Managed expansion of corporate space needs to match growth.
- Accountable for management of all administrative financial matters with an overall budget of \$121 Million.
- Outsourced Facilities Management saving \$10 million over 3 years. Saved \$500,000 annually for energy purchases and \$2 million over the last 5 years in property tax.
- Implemented a new strategic sourcing and procurement operation. Leveraged Bank’s multi-state locations and buying power with regional and national vendors savings \$3+ million annually since 2000.
- Established 2 call centers, HR and Administrative, achieving objectives of user friendly automation.
- Managed records research operations growth for all Consumer Loan, Mortgage, Commercial Lending files, records management storage, and Corporate record retention schedule. Responded to branch, customer and legal requests and generated revenue in excess of \$1 million annually.
- Developed and refined physical security management and related administrative services including centralization of security guard operations, close circuit television systems, alarm systems, appropriate destruction of sensitive customer and internal documents, vault systems, and retail branch drive-up systems.

FIRST FEDERAL OF MICHIGAN, Detroit, MI

1975 to 1996

Federal Savings & Loan with \$10 billion in assets and 150 banking centers in 3 states.

Senior Vice President, Director Human Resources Division (1990 to 1996)

Responsible for directing, planning, development, implementation, administration and budgeting of human resource functions: Employment, EEO Compliance, Employee Relations, Employee Communications, Benefits Compensation, Payroll, Training, Corporate Risk Insurance, Administrative Support Services, Employee Records, Purchasing (Central Supply and Distribution), Mail Room Operations and Main Office Parking.

- Prepared institution for sale. Reduced workforce from 3,000 to 900 and reduced operations from 4 states to 1.
- Responsible for new Products and Services for the Retail operations. Created the new NOW Account System.

Other Positions Held (1975 to 1990)

First Vice President, Human Resources • Vice President, Compensation and Benefits • Vice President, Manager of Branch Administration • Branch Manager, Savings and Mortgage Operations • Assistant Manager, Savings Operations

EDUCATION, LICENSES & ACTIVITIES

Legal Master's Degree, Labor Law/Labor Relations, Wayne State University Law School, Detroit, MI

Juris Doctor, Detroit College of Law, Detroit, MI

Bachelor of Arts, University of Michigan, Dearborn, MI

Admitted to Michigan Bar • Member of the American Bar and Michigan Bar Associations

Director, Sacred Heart Drug & Alcohol Rehabilitation Center, Memphis Michigan 1989 to Present

Course Work & Clinical Training towards **Master's Degree in Addiction Counseling**. Expected date of graduation – August 2009, Hazelden Graduate School of Addiction Studies, Center City, Minnesota