

CHRISTOPHER ALBRIZIO

BSA / Implementation & Training Lead

chrisalbrizio@gmail.com · (609) 903-5121 · Tallahassee, FL · Remote · [chrisalbrizio-ca.github.io](https://github.com/chrisalbrizio-ca) · linkedin.com/in/chris-albrizio

PROFESSIONAL SUMMARY

Mortgage technology specialist with 14+ years of progressive experience spanning loan processing, underwriting, closing, and business systems analysis. Institution-wide implementation lead for Ocrolos, nCino SimpleNexus, and Encompass Partner Connect — owning the full lifecycle: configuration, deployment, integration testing, role-specific training, post-launch troubleshooting, and feature enhancement rollout. Designated SME for both Ocrolos and nCino SimpleNexus. Configured and deployed 25+ EPC integrations. Trained 80+ users across all role groups. Authorized to work in the U.S. for any employer.

CORE COMPETENCIES

Encompass LOS & Partner Connect	nCino SimpleNexus SME	Ocrolos Implementation SME
End-to-End UAT → Production	23 EPC Integrations Deployed	MLO / MLP / UW / Ops Training
VOA / VOIE Integration	Rep & Warrant Relief Optimization	Go-Live Communications & QRGs

WORK EXPERIENCE

BSA / Implementation & Training Lead

March 2023 – Present

Hancock Whitney Bank · Tallahassee, FL · Remote

- ▶ Institution-wide implementation lead for Ocrolos, nCino SimpleNexus, and Encompass Partner Connect — owning the full lifecycle: configuration, deployment, integration testing, role-specific training, post-launch troubleshooting, and ongoing feature enhancement rollout.
- ▶ Designated SME for both Ocrolos and nCino SimpleNexus — primary escalation point for all user groups: MLOs, MLPs, Processors, Underwriters, Operations Managers, and Sales Managers.
- ▶ Configured and deployed 25+ Encompass Partner Connect integrations including Finicity, The Work Number by Equifax, DataVerify, Optimal Blue, Mortgage Insurance Center, Halcyon 8821 Tax Services, ServiceLink National Flood, and Salesforce-to-Encompass.
- ▶ Served as primary strategic input for Ocrolos implementation — all user workflows designed and built from scratch; management trusted me to architect a plan that fit within existing operations.
- ▶ Onboarded 80+ users across all role groups supporting 200+ loans per month; achieved 95% processor/underwriter adoption and 75% MLO adoption in first rollout cycle.
- ▶ Conducted full end-to-end UAT through production — reduced system errors by 20%, accelerated release cycles by 15%, and maintained 98% system uptime.
- ▶ Trained all user groups on Fannie Mae and Freddie Mac rep & warrant relief eligibility — contributing to a 225% increase in rep & warrant relief for the institution.
- ▶ Designed and delivered role-specific training in-person, via Teams and Zoom; produced go-live announcements, QRGs, FAQ documents, and Scribe/Snagit video recordings.
- ▶ Delivered ongoing refresher trainings and Q&A calls; maintained 90% same-day support resolution rate and 95% on-time project delivery.
- ▶ Managed multi-vendor relationships (ICE, nCino, Equifax, Ocrolos, DataVerify, Optimal Blue); submitted feature requests influencing vendor product roadmaps.
- ▶ Supported vendor contract renegotiations with technical documentation; generated executive dashboards and collaborated with senior leadership on system policy.

Mortgage Loan Origination Production Specialist

August 2021 – March 2023

Hancock Whitney Bank · Tallahassee, FL

- ▶ Supported loan originators across end-to-end workflows: application processing, income calculation, and cost estimation. Conducted client outreach improving pipeline velocity.

Mortgage Loan Underwriter

February 2021 – August 2021

Hancock Whitney Bank · Tallahassee, FL

- ▶ Underwrote conventional purchase and refinance loans using DU and LP — issuing conditions, analyzing credit and income profiles, ensuring agency compliance; 10–20 loan pipeline per month.

Mortgage Closer

August 2020 – February 2021

Capital City Home Loans · Tallahassee, FL

- ▶ Managed full closing package preparation for purchase and refinance transactions — title coordination, closing disclosures, regulatory compliance through funding; ~50 loans/month.

Senior Mortgage Loan Processor

May 2012 – July 2020

Hancock Whitney Bank · Tallahassee, FL

- ▶ Processed conventional, FHA, VA, and USDA loans from application through clear-to-close over an 8-year tenure — building the operational foundation that informs every system implementation and training initiative today.

TECHNOLOGY STACK

LOS / POS	Encompass by ICE Mortgage Technology, nCino SimpleNexus (POS/Borrower-Facing)
Doc Automation	Ocrolus — income calculation, transaction analysis, Fannie Mae validated income calculator, VOIE
VOA / VOIE	Finicity (VOA/VOIE), The Work Number by Equifax (VOIE)
EPC Integrations	23 integrations — Optimal Blue, DataVerify, Mortgage Insurance Center, Halcyon 8821 Tax Services, ServiceLink National Flood, Salesforce-to-Encompass, and more
Training Tools	Scribe, Snagit (video recordings), Microsoft 365 (Word, PowerPoint, Excel, Teams, Outlook), Zoom

EDUCATION

Bachelor of Science, Social Science

2010 – 2013

Florida State University · Tallahassee, FL
