

**Norbert J. Deslauriers**  
52 Magnolia Hill  
West Hartford, CT 06117  
Home 860-232-6625  
Cell 860-202-8045  
[norbertd10@comcast.net](mailto:norbertd10@comcast.net)

---

**Summary of Qualifications:**

Executive mortgage lending professional with experience in all facets of single family and multifamily mortgage lending. Managed both the operational and sales departments of profitable wholesale and retail mortgage banking offices. This was accomplished by designing efficient and profitable operational workflow in conjunction with energizing a sales staff to market product lines in a very competitive environment. Well versed in multi-lines of mortgage lending including but not limited to FHA, VA, USDA, Fannie Mae, Freddie Mac, proprietary portfolio products, Alt A and subprime and on multifamily 9% and 4% tax credits, tax exempt bond financing, state and federal historic tax credits and construction financing. Highly motivated with an emphasis on producing extraordinary results.

**Employment History:**

**2018-Present**

**Guilford Savings Bank**

*Vice President / Retail Lending Manager*

- *Responsible for the direct oversight of the residential mortgage and consumer loan origination and operational process.*
  - *Position is accountable for the management of all the internal and external origination staff.*
  - *Oversees the presentation of loans to appropriate approval authorities including loan committee and the Board of Trustees.*
  - *Develops and implements department organization plan.*
  - *Solicits reviews and chooses all software systems obtained by the department for processing, underwriting, sales, compliance, and disclosures.*
  - *Serves on many committees for the bank including, Digital Transformation, Pricing, Management Loan and ALCO.*
  - *Establishes production goals for all channels of loan origination while making certain that the goals correlate with the bank's strategic mandates.*
  - *Ensuring all loans are compliant with all state and federal regulations.*
  - *Ensuring loans meets all secondary market underwriting guideline and / or the bank's portfolio products guidelines.*
  - *Oversees secondary marketing department which is responsible for setting daily mortgage and consumer interest rates.*
  - *Responsible for bringing a government lending channel to the bank for the first time.*
  - *Developed a correspondent loan program which the bank buys closed loans from other lenders*

**2013-2018**

**Connecticut Housing Finance Authority**

*Vice President - Single Family (2013-2018)*

*Vice President - Multifamily Programs (2015-2017)*

- *Responsible for the management and oversight of all CHFA Single family, multifamily housing development and asset management operations.*
- *Leadership*
  - *Lead the Authority's single family and multifamily businesses through the framework of the organization's mission and values to achieve strategic goals.*

- Leads staff to execute strategic plan goals and implements activities in support of CHFA's mission while ensuring smoothly integrated operations and implementation of effective management systems.
- Strategic / Business Planning and Program Development
  - Identified affordable housing program opportunities, including recommending improvements and/or enhancements to existing single family programs, as well as evaluating and developing new loan products.
  - Evaluates current business practices and makes recommendations to support and pursue continuous improvement and best practices.
- Loan Production Oversight
  - Ensure continuous improvement in our service to CHFA's partners and homebuyers, while maintaining high quality loan standards.
- Special Programs / Foreclosure Mitigation Program Oversight
  - Direct, manage and administer CHFA's homebuyer education program, including relationships with non-profit agencies.
  - Focus on leveraging CHFA resources and tools to maximize affordable housing creation and preservation.
- Community Outreach
  - Stay apprised of industry and market trends and regulatory requirements that might impact the CHFA's single family lending activities, including direct interaction with key stakeholders and customers.
  - Reinforced CHFA as a key player in multifamily development in Connecticut through business development, outreach and relationship management with housing partners.

*Interim Executive Director (2014-2015)*

- Responsible for oversight and management of the entire organization, including, in consultation with the Board and Chief Financial Officer, management of the assets, liabilities and investments of the organization. Implements plans and procedures to achieve policy goals established by the Board of Directors. Exhibiting exemplary leadership qualities, responsible for the development and execution of policies and programs to achieve strategic goals and objectives. Responsible for impact/results, including creation of affordable housing opportunities.
- Advanced the mission and leveraged new opportunities for affordable housing, created collaborative working relationships with state agencies and officials, including the Secretary of the Office of Policy and Management, State Treasurer and the Commissioners of Economic and Community Development, Banking and Housing.
- Represented CHFA in building strong relationships with the Executive and Legislative branches of State and Federal government and national organizations, including the National Council of State Housing Agencies to establish CHFA as an expert partner.

**Connecticut Housing Finance Authority – Continued**

*Vice President – Single Family Programs*

- Responsible for the direct oversight and administration of all aspects of the single-family mortgage program, from initial reservation through loan securitization of single family first and second mortgage loan production, and Special Programs, such as EMAP.
- Responsible for all homebuyer education activities, foreclosure mitigation counseling programs, single family related program development, and is actively involved in loan financing structures.
- Directed and actively participated in divisional and Authority-wide strategic and business planning; represented CHFA with partners in the real estate, mortgage lending, housing counseling, foreclosure prevention, and nonprofit housing provider community to assess market needs and promote CHFA programs.

- Increased single family loan production each year for 5 consecutive years, from 1445 loans for \$248mm in 2012, to 3206 loans for over \$511mm in 2018.

**2007-2012**

**M & I Bank**

*Wholesale Account Executive –Connecticut*

- First Account Executive for M&I Bank in the Northeast.
- Develop, train and maintain a network of mortgage brokers in accordance to company policies and procedures to ensure monthly production goals is met.
- Conduct ongoing workshops to current clients to ensure that the company's lending programs are understood and properly marketed to their customers.
- Maintain a complete understanding of company's multiple underwriting guidelines, products and pricing.
- Monitor competitive pricing, products and marketing strategies. Keeps educated of state and federal lending laws.
- Production has increased ahead of planned goals. #3 producing A/E in the region for 2009. # 1 producing A/E in the region for June 2010.

**2004-2007**

**Expanded Mortgage Credit**

*Regional Vice President – Northeast Group*

- Created the Northeast Group for EMC which consisted of all the states from Maine to Delaware giving EMC a footprint in the region. Final decision maker on all issues involving the office including but not limited to strategic planning, operations, sales, marketing, recruiting, training and facilities.
- Directed the inside operations staff in the processing, underwriting and funding of mortgage loans to ensure conformity with the company's underwriting and compliance policies, adhering to all federal and state lending laws and at the same time providing the best possible customer service to our clients. All loans given an underwriting decision within 24 hours.
- Directed the entire external sales staff in the marketing of EMC's products to the broker community.
- Office was profitable within the first 4 months and turned a profit in each of the following years.
- First full calendar year office originated over \$120 million of volume.

**1997-2003**

**Mortgage Lenders Network USA, Middletown, CT**

*Regional Sales Director of Affinity Relations Northeast*

- Led first sales team in the marketing of a new product line for the company validating the viability of the program.
- Successfully acquired first 30 customers for the Mortgage Affinity Program through strategic target marketing, aggressive follow up and face-to-face presentations.

**Project Manager**

Created the Mortgage Affinity Program from inception to a revenue producing department.

- Presented concept for new product to senior management and convinced them of the benefit to the company to create this program.
- Directed implementation of the department. Developed sales plan, budget, marketing materials, program website, job functions and descriptions, salary and incentive plans, pricing and products. Also recruited, hired and trained entire staff of the Mortgage Affinity department. Department was operational within 90 days.
- Designed the operational workflow process for the Mortgage Affinity department that produces a loan decision in 4 hours, which is half the time of any other operational group in the company.

*Corporate Underwriting Manager*

Directed the underwriting of 50% of the company's loan production.

- Developed training manuals that were adapted companywide in the areas of credit grading and appraisal review.
  - Created standard income analysis worksheets, appraisal review forms and Net Tangible Benefit (NTB) worksheets used on every loan underwritten, which increased the consistency of underwriting decisions company wide.
-

- Rewrote and expanded the underwriting guidelines which supported the company's production growth by 100% from the preceding year.
- Examined and revamped workflow process for department, decreasing the time it took to communicate a loan decision to the field by 2 hours, a 50% reduction.
- Reviewed pools of loans by credit grades for delinquency trends to ascertain if programs were priced properly for the risks associated with these types of loans.
- Responsible for all underwriting functions, pricing, negotiating, and selling of whole loan pools in the secondary markets for conforming and non-conforming loans.
- Instrumental in the issuing of mortgage-backed securities sold to institutional investors

**1996-1997**

**Fairbanks Mortgage, Waterbury, CT**

*Loan Officer*

Guided the efforts of two field sales representatives who developed potential wholesale mortgage business through a network of mortgage brokers.

- Increased loan productions by 16 loans - 80% in first territory and 8 loans - 40% in second territory within the first 6 months they were assigned to me.

**1989-1996**

**Beneficial of Connecticut East Hartford, Enfield and Wallingford, CT**

*Branch Manager*

Responsible for all aspects of profitability of the branch and branch operations.

- Increased loan production by \$1,000,000 in the first year which was a 33% increase.
- Lead the state of Connecticut in profitability compared to the other offices 2 years in a row.
- Lead state of Connecticut 2 years in a row in loan delinquency.
- Selected Manager of the Year.
- Promoted to Branch Manager of largest branch in the state and, within 3 months, increased loan production by \$2,000,000 which was a 40% increase.

**Education:**

Nichols College, Dudley, MA  
Bachelor of Science, Major: Finance

**Professional Organizations:**

- University of Notre Dame Stayer center for Executive Education & National Council of State Housing Agencies (NCSHA) 2014
- Connecticut Mortgage Bankers Association Board of Directors
- I-Quilt Plan Board of Cooperators
- 21<sup>st</sup> Century Tolland Fund Executive Board Member and Treasury
- Founder West Hartford Blackhearts youth rugby team
- Member Connecticut Grey Rugby Club
- Member New England Rugby Referees Society

