

## Paul Sutter

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Researching, writing, data analysis

*Experienced researcher and writer with background in urban planning and data analysis and security.*

### AREAS OF EXPERTISE

Paul Sutter is an experienced professional skilled in research, compliance adherence, IT and data security best practices, and city planning issues. Skilled in policy research, data analysis, and crafting comprehensive reports to inform decision-making. Proficient in maintaining regulatory knowledge, providing insightful product advice, and implementing robust security measures to safeguard against fraud and protect sensitive information.

### CAREER EXPERIENCE

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#### **Growth Partners, Lincoln, Nebraska**

Research Assistant (2023–present)

- Conducts comprehensive research on the history of policy and public perceptions regarding various substances, contributing to a broader understanding of public health trends and policy impacts.
- Participates in a critical capacity assessment project for local public health departments, evaluating their capabilities and identifying areas for improvement, enhancing overall community health services.
- Utilizes advanced statistical techniques, including logistic regression, to analyze Youth Risk Behavior Survey (YRBS) data, providing insightful analysis and technical assistance on youth risk behaviors that informed strategic decisions, advocacy, and policy formulations.
- Authors detailed reports and meeting proceedings, including summaries of complex data analyses, effectively communicating findings to stakeholders, and guiding informed decision-making processes.
- Helps facilitate various aspects of meetings, from technology setup to note-taking and leading small group discussions, ensuring efficient and productive meeting outcomes.

#### **LincOne Federal Credit Union, Lincoln, Nebraska**

Member Services Representative (2022–2023)

- Acquired and applied in-depth knowledge of banking regulations through ongoing compliance training, ensuring adherence to all legal and procedural guidelines in member transactions.
- Demonstrated meticulous attention to detail and accuracy by consistently maintaining a balanced teller drawer, reinforcing the importance of precision in financial transactions.
- Proactively scheduled and participated in one-on-one training sessions with product managers to deepen understanding of banking products and services, enhancing the ability to provide informed advice to members.
- Excelled in identifying members' needs and referring them to appropriate banking products and services, driving member satisfaction and engagement through tailored financial solutions.
- Educated members on financial products, helping them make informed decisions, and referred them to experts as needed, employing IT privacy and security best practices to handle highly sensitive information.
- Participated in volunteer engagements with community organizations including Meals on Wheels, the Food Bank, and the Parks and Recreation Department.



## Union Bank and Trust Company, Lincoln, Nebraska

### Electronic Banking Representative (2018–2021)

- Played a pivotal role in preventing significant customer financial losses by identifying and intercepting fraudulent wire transactions, involving intricate coordination with multiple financial institutions to trace and retrieve funds.
- Demonstrated exceptional judgment and communication skills in handling suspected fraud cases, including 'lover scams', persuasively advising customers against sending funds, thereby safeguarding their assets.
- Enhanced the institution's security and compliance posture by implementing rigorous screening and approval processes for wire transactions, successfully thwarting numerous fraudulent attempts.
- Ensured the accuracy and integrity of Automated Clearing House (ACH) transactions by meticulously balancing files containing numerous items, underscoring a commitment to precision and reliability in high-volume financial processing.
- Managed comprehensive end-of-month and quarterly reporting for ACH and wire transactions by extracting and analyzing data from banking software, contributing to the organization's financial oversight and regulatory compliance.
- Served as a key point of contact for both internal ACH and wire users as well as business customers, verifying wire and ACH transactions, managing a portfolio of business customers, and facilitating secure wire transfers through a PIN verification system and conditional approval processes for remote requests.
- Provided periodic trainings on bank wire and ACH policies to new internal users as well as refresher trainings to established users.
- Played a key role in risk management by reviewing and adjusting bank policies, wire PIN access, and approval limits annually, ensuring robust security measures and compliance.
- Assisted other teams as needed, such as Online Services, with workflow management and platform launches, employing IT privacy and security best practices to protect highly sensitive information.
- Stepped in to support the bank's PPP loan disbursement during a period of record-high processing, playing a key role in onboarding new customers by signing agreements, setting up online banking access, and acting as a liaison between customers and their relationship managers. This effort contributed significantly to the bank's ability to provide timely financial assistance to businesses impacted by the COVID-19 pandemic.

## ADDITIONAL EXPERIENCE

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### Independent Blog Writer

- Spearheaded an independent blog focused on critical issues in urban development, such as zoning, NIMBYism, redevelopment, and social equity.
- Engaged in research of City Planning committee meeting agendas and minutes and utilized a range of publicly available data sources, including from the US Department of Housing and Urban Development and the city's GIS database, to produce well-informed articles that tackled complex housing and urban planning issues.
- Successfully cultivated a readership interested in urban development, with articles achieving an average of 100-600 views.
- Contributed to the public understanding and discourse on zoning and NIMBYism through accessible and compelling writing, potentially influencing public and policy maker perspectives on these critical issues.

## EDUCATION

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B.A., Architecture (urban planning minor) | University of Nebraska, Lincoln—coursework ongoing

