

Speaker Bios - Training Day



Brent Reynolds
President/Consulting Director
Peak Consulting LLC

Brent has been working in the banking industry since 2007, when he was hired at Fiserv. During his time at Fiserv he worked in the Loan department providing technical expertise to customers about the Premier® Loan Accounting System (LAS). He then moved into a resource role providing support to other SME's at the Lincoln location as well as for the outsourced datacenter personnel. He trained new staff and provided advanced training to existing staff. Brent enjoyed working with banks in a consultative role and pursued developing a business model around providing best practice work to Fiserv Premier® clients. His work was very successful and he became responsible for running the consulting business related to the Premier® Deposit and Loan Applications. He received numerous awards but his greatest accomplishments were the satisfied customers, averaging 78% repeat business. Brent continues to work with clients on best practices and developing new solutions to help clients with improving efficiency, software knowledge, and revenue growth.



Phil Boon
Technical Architect
Peak Consulting LLC

Phil graduated from the University of Nebraska Kearney with a degree in Business Administration with an Emphasis in Management. He started his community banking career in 2009 as a teller at a Fiserv core bank and has worked in a variety of roles and locations across the US for both community banks and large corporate financial institutions.

As a self-taught programmer and automation champion, he leverages his knowledge of Fiserv applications with accompanying Nintex Expert Certifications in ss improvement via automation. Always eager to build his knowledge base, he continually seeks out opportunities to learn new or better ways to streamline existing processes.



Debbie Dunkerson
Senior Systems Administrator
Fourth Capital Bank, Nashville, TN

Debbie has been in banking for 33 years and has worked at 4 community banks in the operations area and 2 data centers, one being Fiserv – all on the Premier System. She loves solving problems and finding new ways to use the Premier systems to enhance not only the client experience but her coworkers experience as well. Primarily focused on all things deposit related (including BPM, Teller, TMS, EIM) but also has extensive knowledge of SCM, Premier FMS, and Director with a solid basic working knowledge of Loans. She loves being a part of the MSUG and sharing knowledge.



Amanda Davis
VP Operations Systems Support/BPM Administrator
Bank OZK, Little Rock, AR

Amanda has been with Bank OZK for 19 years. She has vast experience in Deposit Operations, Loan Operations and System Operations. During her career, she has worked on 13 Bank acquisitions along with numerous improvement projects. She administrates over 80,000 monthly BPM sessions and 90 BPM workflow services. Bank OZK is headquartered out of Little Rock, Arkansas, has 228 branches across 5 States and \$26B AUM.



Andy Newton
Chief Information Officer
The Peoples Bank of SC, Anderson, SC

Andy is the CIO for The Peoples Bank of SC and has brought his years of experience in working with other institutions such as Palmetto Bank, United Community Bank and Bank of America on business process automation. Prior to his stint at The Peoples Bank, Andy worked as a consultant with banks and other companies on setting up and designing Websites in Office 365 in addition to creating workflows that meet the business process needs of the organization. In addition to working with Banks, Andy spent 7 years working with PeopleSoft as a sales engineer and product manager with their Financial Services Products and guided the creation of application for Retail/Commercial Banking and Wealth Management.



Dr Bruce Upton
EVP-CIO/Risk Manager Officer
Stone Bank, Mountain View, AR

Dr. Bruce Upton served for over 20 years in the United States Air Force, including 10 years as a Communications Security Officer. He is an EVP at Stone Bank headquartered in Mountain View, AR and CEO of P5 Enterprises, a technology and compliance consulting firm. He has experience in project management, information security, data networking, IT audits, data encryption, and banking operations. Bruce has worked with the Texas Bankers Association and the Conference of State Bank Supervisors to help create the Corporate Account Takeover Guidance used in many states today. He holds his CISA, CISM, CISSP, CEH, CRISC, and Certified Forensics Investigator. Bruce has his Master of Science Degree in Operations Management from the University of Arkansas and has completed his PhD in the Management of Information Systems at the University of Arkansas at Little Rock.