

# SEMINAR SCHEDULE

## Monday, November 6th

12:00 – 6:00 pm ..... Trinity Foyer

### REGISTRATION

1:00 – 2:45 pm ..... Rio Grande

### LOS ROUNDTABLE

BY INVITE ONLY.

1:00 – 2:45 pm ..... Trinity 3

### BOOT CAMP: WHOSE CUSTOMERS ARE THEY ANYWAY?

SEPARATE REGISTRATION REQUIRED.

2:00 – 5:00 pm ..... Trinity 2

### EXHIBITOR SETUP

3:00 – 5:00 pm ..... Trinity 4

### TSML MORTGAGE INDUSTRY SEMINAR

5:00 – 6:00 pm ..... San Jacinto

### FUTURE LEADER, NEW MEMBER & YMB MIXER

6:00 – 7:00 pm ..... Trinity 2

### OPENING RECEPTION WITH EXHIBITORS

## Tuesday, November 7th

7:30 am – 6:00 pm ..... Trinity Foyer

### REGISTRATION

8:00 – 9:00 am ..... Trinity 2

### BREAKFAST WITH EXHIBITORS

9:00 – 10:15 am ..... Trinity 1

### WELCOME & MED TALKS

MC: Dan Carson

Panelists: Shawn Broussard, Mark Dawson, Jim McMahan, and Ken Perry

10:15 – 10:45 am ..... Trinity 2

### BREAK WITH EXHIBITORS

10:45 – 11:45 am ..... Trinity 3/4

### INDUSTRY SWOT

Moderator: Erin Dee

Panelists: Jon Hodge and Donna Parker

12:00 – 1:15 pm ..... Trinity 1

### LUNCH

## Tuesday, November 7th *continued*

1:15 – 2:30 pm ..... Trinity 3/4

### INTERACTIVE BREAKOUT SESSIONS

- **SALES**—TOP PRODUCERS FOCUS ON GENERAL LENDING

Moderator: Jed Rudd

Panelists: Nick Flanagan, Michael Harrington, Wes Kleckley, Cue Lipscomb, and Aaron McDaniel

- **OPERATIONS**—BEST PRACTICES FOR DEVELOPING WORK FLOW, PROCESSES, PERFORMANCE METRICS AND HIGH LEVEL OPERATIONS

Moderator: Christy Soukhamneut

Panelists: Rachel Fowler, Denise Jernigan, Brent Johnson, and Selene Kellam

2:30 – 3:00 pm ..... Trinity 2

### REFRESHMENT BREAK

with bonus interaction from breakout

3:00 – 4:15 pm ..... Trinity 3/4

### INTERACTIVE BREAKOUT SESSIONS

- **SALES**—Top producers and originators who have built their business on niche product.

Moderator: Dawn Robinson

Panelists: Joe New, Leesa Sandoval, Matthew Schepper, and Eric Weiss

- **OPERATIONS**—Developing training programs, implementing changes to process as a result of regulatory changes or QC findings, and incorporating technology.

Moderator: Sonna Cretsinger

Panelists: Julie Gross, Scott Kaeppel, Corrine Palacios, and James Rosen

4:15 - 5:15 pm ..... Trinity 2

### BONUS INTERACTION & CLOSING RECEPTION WITH EXHIBITORS

5:15 pm ..... Trinity 2

### EXHIBITOR BREAKDOWN

5:30 – 6:30 pm ..... Trinity 1

### PRESIDENTS RECEPTION

with Servicing Forum attendees

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