

Noelle R. Gedlaman

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Service Executive | Mortgage Servicing & **Mortgage Service Platform **(MSP)

Subject Matter Expert

Mortgage servicing professional with more than **25 years of experience** spanning mortgage operations, client relationship management, outsourced service delivery, escrow operations, and technology-driven business process optimization. Extensive background supporting **Black Knight's Mortgage Servicing Platform (MSP)** and broader managed services environments, including vendor management, SLA governance, operational controls, implementation leadership, and oversight of outsourced solutions for high-volume enterprise financial institutions.

Core Competencies

- **In-Depth Knowledge of the Black Knight Mortgage Servicing Platform (MSP) –** Loan operations, escrow, consumer lending, regulatory compliance, investor requirements
- **Managed Services Delivery Expertise –** SLA performance management, service delivery oversight, vendor governance, KPI reporting, incident and escalation management, continuous improvement
- **Business Consultant & Technical Product SME –** Requirements analysis, process engineering, workflow optimization, system-to-system conversions
- **Client Relationship & Strategic Account Management –** Executive-level engagement, business development, renewals, cross-sell opportunities, strategic planning
- **Process Improvement & Implementations –** Roadmap design, solution validation, change management, client onboarding, training development
- **High-Volume Production Environment Leadership –** Workflow management, operational controls, quality assurance, escalation oversight

Professional Experience

Service Executive / Relationship Manager

**Intercontinental Exchange (formerly Black Knight Financial Services) –
Jacksonville, FL**

January 2020 – Present

- Serve as the strategic point of accountability for clients utilizing **MSP and outsourced operational solutions**, ensuring operational stability, SLA compliance, and measurable service delivery performance. Act as the primary contact for all client escalations.
- Lead end-to-end escalation management, including triage, root cause identification, cross-functional coordination, and executive-level communication to ensure timely resolution and prevent recurrence.
- Oversee key MSP functions including **issue management, RCA coordination, operational playbook governance, metric reporting, and client communication protocols**.
- Drive the development and execution of **continuous improvement initiatives** across MSP service lines, including workflow optimization, operational risk mitigation, and proactive performance monitoring.
- Manage and mature **vendor and subcontractor relationships**, ensuring alignment with contractual obligations, service expectations, and operational requirements.
- Partner with product, operations, technology, and support teams to translate client needs into **actionable service enhancements**, operational efficiencies, and cross-functional project plans.
- Identify **incremental revenue opportunities** and support contract renewals through service expansion recommendations, value-added enhancements, and strengthened client engagement.

Product Manager II

Black Knight Financial Services – Jacksonville, FL

September 2011 – January 2020

- Managed the full product lifecycle for enterprise mortgage servicing solutions, including those supporting MSP and traditional servicing environments.
- Developed and maintained product roadmaps aligned with **market needs, client feedback, MSP delivery requirements, and evolving technology trends**.
- Conducted client interviews, feedback sessions, and user groups to capture requirements and ensure enhancements supported **scalable outsourced servicing models**.
- Oversaw key vendor and technology partner relationships that were critical to product performance and MSP delivery.

Senior Business Consultant

Black Knight Financial Services – Jacksonville, FL

October 2010 – September 2011

- Led client consultations to design, enhance, and implement **workflow, operational, and servicing models** compliant with MSP delivery frameworks.
- Acted as SME for **system conversions, payment processing, consumer lending systems, and mortgage platform migrations**, ensuring data integrity and accurate mapping.
- Developed and delivered tailored training programs for MSP users, operational managers, and client executives.

Business Analyst

Black Knight Financial Services – Jacksonville, FL

July 2007 – October 2010

- Served as a liaison between clients and development teams to transform business and MSP-related requirements into accurate, actionable technical specifications.
- Authored functional documentation used to support development of MSP-enabled applications and custom servicing solutions.

Escrow Manager

ABN AMRO Mortgage – Jacksonville, FL

1997 – 2007

- Managed escrow operations in a high-volume environment using **Six Sigma methodology** to reduce errors, streamline workflows, and improve service delivery.
- Ensured compliance with investor, regulatory, and internal servicing standards.

Education & Certifications

- **Six Sigma Green Belt**
- Northeastern Oklahoma A&M
- University of Oklahoma