

Devine Nzegwu

Application for Appointment to Madison Common Council Alder

District 1

[REDACTED]
Email: [REDACTED]

Why I Want to Serve as Alder

Madison is where I have built my career, raised my daughter, and grown as a leader. I have served through my work, nonprofit leadership, civic involvement, and volunteering over the years, and applying for this appointment feels like the next step in that commitment.

I currently work as a Credit Analyst with John Deere Financial, where I review complex information, assess risk, follow policy, and make fair, responsible decisions. That work has sharpened my ability to weigh immediate needs against long-term considerations and to stay level-headed when the answer isn't simple.

Service has been a constant in my life outside of work, too. I serve as President and a founding member of Umu Igbo Unite Wisconsin, a statewide organization focused on cultural preservation, community service, leadership development, and civic engagement. I was the former Treasurer and Community Service Chair of the Urban League of Greater Madison Young Professionals, in addition serve on the national Advocacy and Action Committee for National Urban League Young Professionals. I currently serve on the City of Madison Parks Facilities, Programs and Fees Subcommittee. My time with the Wisconsin Women's Network Policy Institute taught me how policy actually gets made and how community voices help shape it.

These experiences have taught me that leadership starts with listening. People want their concerns taken seriously, their decisions made with care, and honest communication from those who represent them. That is the kind of leader I try to be, especially with people whose experiences differ from mine.

As a single mother, I think a lot about the kind of city we are building for young people and families. I want Madison to be a place where residents feel safe and supported, and where they have a real say in the decisions that affect their neighborhoods.

I want to serve as alder because I can bring a practical, community-centered perspective to the Common Council, one grounded in humility, preparation, fiscal responsibility, and a real commitment to the residents of District 1.

What I Hope to Accomplish as an Alder

If appointed, my first priority is to listen and learn. I will make myself available to residents, neighborhood associations, local businesses, community organizations, and city staff to understand the district's immediate concerns and its longer-term priorities.

Residents should be able to reach their alder easily, get timely communication, and understand how city decisions may affect them. Even when people disagree with an outcome, they deserve transparency and respect throughout the process.

My financial background has taught me to ask careful questions, dig into the information available, and weigh how decisions affect both current needs and future stability. I will bring that same discipline to discussions involving the city budget, development, services, and public resources.

I care about strong neighborhoods, opportunities for youth and families, welcoming public spaces, and real partnership between residents and city government. I will look for practical ways to connect people with resources, build collaboration, and make sure residents who are often overlooked get heard.

What matters most to me is earning the trust of District 1 residents. I want to be known as an alder who shows up, does the homework, and is approachable. My goal is to serve with integrity and help move the district, and the City of Madison, forward.

Intent to Run in the Spring 2027 Election

Yes. If appointed, I intend to run for alder in the Spring 2027 election.

If selected to serve, I will use the appointment period to build relationships, learn from residents, and show the consistency and accountability the role requires. Running in Spring 2027 gives District 1 voters the chance to evaluate my service and decide whether they want me to continue representing them.

DEVINE NZEGWU



PROFESSIONAL SUMMARY

Financial services leader with 10+ years at John Deere Financial across credit administration and contact center operations. Known for people leadership, coaching, and consistent execution in high-volume environments. Bring hands-on experience with delinquency conversations and risk-based transaction decisioning, plus proven leadership through internal culture programs and nonprofit board leadership.

CORE STRENGTHS

- People leadership: coaching, onboarding, accountability, and engagement
- Collections and delinquency customer interactions; negotiation and de-escalation
- Call coaching and quality standards (SQE)
- Risk-based credit decisioning and policy adherence
- Performance metrics and operational discipline (service level, ACW, abandonment)
- Process improvement (Lean Six Sigma Yellow Belt) and change adoption (CXone, Copilot)
- Workload prioritization; consistent execution across competing demands

PROFESSIONAL EXPERIENCE

John Deere Financial - Credit Analyst | Madison, WI | Nov 2020 - Present

- Analyze customer account activity and purchase requests at point-of-sale; approve or decline transactions within credit limits and JDF policy while documenting decisions clearly.
- Maintain graduate status with near-perfect call quality (average SQE ~99.5%; majority evaluations at 100%).
- Deliver strong service performance: 92.2% service level in Q1 2025 while handling 1,610 calls; maintain ACW under 30 seconds and support abandonment below 2%.
- Coach peers and co-lead portfolio peer reviews to strengthen documentation standards and improve team consistency.
- Partner with leadership and IT to analyze call-routing patterns and refine scheduling to support ~88–89% team service level.
- Support CXone and Copilot Take 5 adoption; track after-call summaries to improve documentation accuracy and analytics visibility.
- Improve portfolio integrity by identifying and retiring outdated account indicators (e.g., \$17K+ triggers) to strengthen decision quality.

John Deere Financial - Engagement & Culture Advisor (IDEA Committee) | 2023 - 2025 (Concurrent)

- Managed 6 DEI Ambassador Leads supporting an 82-member DEI Ambassador program; set priorities, removed blockers, and drove follow-through through clear communication.
- Expanded the Lead team from 3 to 6 by creating a Lead application process and selecting/assigning 3 additional leads to meet program needs.
- Designed onboarding and the program operating model for the new Lead team, including role expectations, cadence, and a clear program layout to improve consistency.
- Coached leads on engagement execution and issue resolution; navigated competing priorities with steady decision-making and conflict resolution.

John Deere Financial - Customer Service Representative III | Madison, WI | Apr 2015 - Nov 2020

- Handled high-volume customer and dealer interactions, including delinquency-related conversations; clarified account status, de-escalated concerns, and negotiated realistic next steps.

- Resolved escalated and complex inquiries across retail, lease, construction and forestry, and contact center operations while referencing multiple systems.
- Documented customer and channel interactions; identified trends and recommended streamlined processes to reduce friction and improve resolution.
- Mentored and onboarded new and tenured employees; delivered product and quality coaching aligned with JDF standards.

LEADERSHIP & COMMUNITY IMPACT

Umu Igbo Unite (UIU) Wisconsin - President | 2024 - Current

- Founder and inaugural president of UIU Wisconsin chapter charter in July 2024
- Lead a 9-person executive leadership team; set annual priorities, drive accountability, and align programming with mission and community impact.
- Recognized as Chapter of the Year (Rising Star), 2025.

Urban League of Greater Madison Young Professionals (ULGMYP) - Treasurer, Board of Directors | 2024 - Current

- Manage a \$25K annual budget; oversee budgeting, forecasting, and financial reporting that support scholarships, fundraising, and major events.
- Partner with board leadership to prioritize spend, strengthen financial controls, and communicate financial status to stakeholders.

Urban League of Greater Madison Young Professionals (ULGMYP) - Community Service Co-Chair | 2022–2024

- Led National Day of Service (NDOS) youth empowerment programming connected to STEAM pathways; received national recognition for NDOS programming (2022).
- Coordinated an annual Habitat for Humanity build; organized volunteers and partner support to deliver consistent year-over-year impact.
- Launched and sustained a Penn Park adoption initiative serving an estimated 1,200 - 1,500 housing units (2,500–3,000 residents); mobilized 10 volunteers per event.
- Established 65 community partnerships to expand volunteer opportunities, in-kind support, and community impact.

City of Madison - Election Poll Worker | 2025 - Current

- Support compliant Election Day operations, including voter check-in, customer assistance, and ballot flow while maintaining confidentiality and calm service under time pressure.

City of Madison – Facilities, Programs and Fees Subcommittee - Member | January 2026 - Current

Onitsha Kingdom Security Committee - Member | Feb 2022 - Current

- Collaborate with local government and sovereignty stakeholders to strengthen community security through innovative initiatives.
- Support fundraising efforts for enhanced security protocols and resources to promote safety in Onitsha, Nigeria.

ADDITIONAL EXPERIENCE

- Associated Bank - Lead Teller | Madison, WI | May 2011–Oct 2012 (supervised a team of 3 tellers; served as point of contact in absence of Teller Supervisor)
- Wolters Kluwer BizFilings - Incorporation Specialist | Madison, WI | Oct 2012-Oct 2014 (managed 50-100 client contacts/day; supported multistate filings and compliance)
- Richwood Transport, LLC - Independent Contract Driver | 2018-Jan 2024

- Care Wisconsin - Caretaker | 2018–2020

EDUCATION

- MBA, Cardinal Stritch University - Emphasis: Business Strategy
- BA, University of Wisconsin-Platteville - International Studies; Minors: Political Science and Social & Environmental Studies; Certificate: Women's Studies

CERTIFICATIONS & RECOGNITION

- In Business Magazine Professional of the Month – March 2026
- Organizational Leadership in Diversity, Equity & Inclusion Specialization - Rice University (Issued Jan 2024) | Credential ID: EDFZJBACSTM
- Credit Level I Certification (John Deere Financial)
- Lean Six Sigma Yellow Belt (John Deere Financial)
- ATHENA Award Nominee - The Business Forum (Issued Mar 2024)
- Live Forward Awards Nominee - Sustain Dane (Issued Aug 2023)
- ATHENA Young Professional Award Nominee - The Business Forum (Issued Nov 2024)
- YP Distinguished - National Urban League Young Professionals (Issued Jul 2024 and Jul 2025)
- Forty Under 40 (In Business Magazine)
- Out & Equal Award: Belonging During COVID (2020)