



2018 Conference Bios

Robert “Jake” Strawser

Assistant Vice President

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Jake is a Process Manager for M&T’s Operations Division. In that role, he leads process re-engineering projects, risk assessments and is actively engaged in the assessment of robotics and automation initiatives. A certified Six Sigma practitioner, Jake supports training for LEAP Rapid Action methods as well process improvement. He is experienced in process, operations and customer service management, as well as skills training.