

# Nelson Drozd

## Experienced SaaS Professional

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Authorized to work in the US for any employer

## Work Experience

### Implementation Manager

Routable - Remote

November 2021 to June 2022

- Laid off due to coming reduction in workforce (roughly 15-20% laid off)
- Demonstrated a strong understanding of the finance industry by knowledgeably speaking about FinTech products such as Real-Time-Payments, Wire Transfers (SWIFT vs Local Bank Transfers), and Accounts Payable processes.
- Owned the post-sales process on-boarding 100% of qualified clients.
- Setup zoom calls to discuss the implementation plan going forward; Settings goals, dates for follow up and expectations.
- Revamped the on-boarding dashboards used internally in order to make it more efficient, which enabled the department KPI's to exceed expectations. Brought on-boarding time-frame from 28 days to 21.
- Operated as the single source of implementation in the department, ensuring all kickoffs, tickets, and launches went smoothly.

### Banking Operations Specialist

BM Technologies

June 2021 to September 2021

- Ensure transactions are handled properly and efficiently
- Responsible for ACH balancing for all originating transactions
- Process exceptions for internal accounts
- Provide backup for tasks as necessary
- Meet multiple deadlines daily involving mobile deposits

### Client Success Manager

Indeed - Stamford, CT

October 2018 to June 2021

- Consult with prospective clients as a product expert, delivering the essentials in a digestible manner • Partnering with clients to moderate and manage their accounts in regards to ROI, quality and troubleshooting
- Helping clients with SEO through strategically utilizing key words and leveraging the Pay-Per-Click model
  - Foster and grow relationships with clients, personalizing service and support to enforce first contact resolution
  - Provide technical and product support to the Sales team
  - Routinely present new products and product updates during team meetings
  - Extract data from a number of KPI's and data groups to assess job performance.

### Personal Banker III

People's United Bank - Stamford, CT

May 2018 to October 2018

Adhered to compliance procedures and internal/operational risk controls

- Remained in accordance with any and all applicable regulatory standards, requirements, and policies
- Acted as a resource to other colleagues assisting with complex transactions, products, problem resolution
- Provided on-the-job training to new hires

### **Universal Banker**

Webster Bank - Storrs, CT

October 2015 to May 2018

Mentored and provided training to colleagues on operational procedures, transactions and product knowledge

- Provided assistance in troubleshooting and maintenance of ATM and branch computers
- Responsible for accurate completion and oversight of customer loans involving multiple concurrent loans.
- Financial analysis of client's accounts.
- Ensure operational excellence by adhering to and staying on top of all federal regulations
- Ensure compliance requirements are met, was part of several top-scored audits.

## **Education**

### **Web Development Bootcamp**

University of Connecticut - Connecticut

June 2022 to Present