

# DARREN O'DONNELL

INTERACTIVE CV WEBSITE AT /DARREN-OD.ME

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DUBLIN, IRELAND & SYDNEY, AUSTRALIA



## PROFILE

Migrations program lead at Stripe driving cross-functional initiatives while building high-performing teams across global markets. Orchestrating complex implementation roadmaps and launching regional payment method and migration programs for cards, UK BACS, SEPA, AU BECS and professional services. Combines technical expertise with client relationship management to ensure seamless enterprise transitions to Stripe.

## KEY ACHIEVEMENTS

### **Strategic Program Launches**

 Managed the development and implementation of cross-functional fintech programs safeguarding +7 million cards from processing failures, achieving YOY new user migration growth by establishing regional support and launching new payment method type migrations across global markets.

### **Program Management and Team Building**

 Rewarded for launching and scaling operational capacity from 5% to 56% in APAC through strategic leadership, mentorship excellence, and systematic resource optimization across global teams.

### **Client Engagement & Solution Design**

 Directed over 100 enterprise-level migration and go-live initiatives through consultative client workshops, aligning complex technical migration solutions with diverse business requirements.

### **Knowledge Leadership & Documentation**

 Published external and internal Stripe documentation, ranking in the top 0.5% of internal knowledge contributors with seven pages ranking in the top 5% most viewed documents. Delivered enablement presentations across Sales, Professional Services, and Solution Engineering teams.

## WORK EXPERIENCE

### **STRIPE, Dublin, Ireland & Sydney, Australia**

Migrations Specialist, July 2021–present



- Identified critical payment and onboarding vulnerability in network policy changes, led cross-functional initiative with internal stakeholders and payment network partners to implement solution protecting 7M+ cards from processing failures while adapting to evolving payment network policies.
- Successfully launched multiple regional payment method migration programs for cards, AU BECS, UK Bacs and SEPA driving substantial year-over-year growth.

- Developed and implemented strategic growth plans for the EMEA and APAC region and created resource allocation and headcount projections for long-term scalability which led to an increase in APAC team case management capacity from 5% to 56% within two years. Recognized as Stripe Mentor of the Quarter with multiple team members earning excellence awards in region.
- Guided the development of Stripe's first paid migration operating model offering for enterprises.
- Led hundreds of client workshops across diverse industries and segments, creating tailored payment infrastructure migration solutions to meet unique business requirements and timelines.
- Developed and published customer-facing Stripe documentation while ranking in top 0.5% of internal knowledge contributors based on document creation volume. 7 docs ranking in top 5% most viewed.
- Delivered high-impact enablement presentations across Sales, Professional Services, and Solution Engineering teams to strengthen cross-functional expertise.

### PwC, Dublin, Ireland

Technology Consulting, September 2018 – June 2021



- Managed a high-stakes data migration and UAT project for a public sector client, successfully implementing a nationwide automated healthcare demand management system during COVID-19. Conducted enablement sessions for nationwide providers to ensure effective adoption.
- Orchestrated large-scale testing processes as a Test Management Lead for an international airline, enhancing system reliability and performance for their new ERP solution.
- Lead Data Analyst on a cyber security engagement for a building materials business, applying analytical skills to enhance security measures.
- Business Analyst for a new regulatory reporting system implementation at a commercial bank, combining financial sector knowledge with regulatory compliance expertise.
- Diverse industry experience working with both private and public sector clients, providing a broad perspective on various business challenges and solutions.

### Previous Company Experience

- Business Process Analyst at Boston Scientific
- Research Assistant at Insight Centre for Data Analytics
- Google Internship

## EDUCATION

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### Business Information Systems

- National University of Ireland, Galway, 2014 – 2018
- UMBC, Maryland, United States, 2016 Erasmus
  - First Class Honours 1.1 (GPA: 4.0)
  - Received University Scholarship for academic performance 2014/2015
  - Selected as a Placement Ambassador for second year Business Information System students while in my final year of college. This was a paid employment.
  - Employee of Blackstone Launchpad from 2016 – 2018. Blackstone Launchpad is a campus based entrepreneurial program set up to bring support to aspiring entrepreneurs.

