

Nelson Drozd Stamford, CT 06905 nelsondrozd@gmail.com +1 860 620 3281

Authorized to work in the US for any employer

Work Experience

Implementation Manager Routable - Remote November 2021 to June 2022

- 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 Optimization Specialist Indeed - Stamford, CT October 2018 to June 2021

- 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.
- Consult with prospective clients as a product expert, delivering the essentials in a

digestible manner.

Universal Banker Webster Bank - Storrs, CT October 2015 to October 2018

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