

Sofia Martins

Title: Banking Operations Consultant
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Summary

Banking professional with 7 years of experience in operations and process optimization. Expertise in regulatory compliance and operational risk management. Strong background in implementing efficiency initiatives and digital transformation projects in financial institutions.

Experience

Banco Santander – Porto

Operations Manager
September 2021 – Present

- Led process reengineering initiatives resulting in 25% efficiency improvement in back-office operations.
- Implemented robotic process automation for routine banking transactions, reducing processing time by 40%.
- Managed a team of 15 operations specialists across multiple departments.

Novo Banco – Lisbon

Process Improvement Specialist
July 2018 – August 2021

- Conducted process mapping and identified optimization opportunities in loan processing workflows.
- Developed KPIs and performance monitoring systems for operational activities.
- Collaborated with IT teams to implement digital solutions for customer onboarding.

Caixa Geral de Depósitos – Lisbon

Banking Operations Analyst
March 2016 – June 2018

- Analyzed operational procedures to identify inefficiencies and compliance gaps.
 - Supported regulatory reporting and compliance monitoring activities.
 - Assisted with the implementation of new banking regulations.
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Education

Catholic University of Portugal – Porto

MBA
2014 – 2016

University of Porto – Porto*Bachelor in Business Administration**2011 – 2014*

Skills

- Banking operations and processes
- Operational risk management
- Process optimization methodologies
- Regulatory compliance (Basel, PSD2)
- Portuguese (native), English (fluent), Italian (intermediate)
- Six Sigma Green Belt