

## Professional Summary

Transformational Executive Director & Regulatory Expert with 20+ years of experience driving strategic growth, ensuring regulatory compliance, and fostering strong customer relationships in the banking sector. Proven track record of leadership excellence, project management, and public relations.

## Professional Experience

### Executive Director, Regulatory Oversight & Strategy

Inazuma.co | January 2018 - Present

### Senior Vice President, Compliance & Risk

Bank of New Haven | June 2015 - December 2017

#### Key Achievements:

- Successfully led the implementation of a new risk management framework, reducing operational risk by 30%.
- Developed and executed a compliance training program, resulting in a 95% pass rate among employees.

#### Responsibilities:

- Oversaw compliance and risk management across all banking operations.
- Collaborated with the executive team to develop strategic plans.

### Vice President, Regulatory Affairs

First National Bank of Chicago | March 2010 - May 2015

#### Key Achievements:

- Negotiated with regulatory bodies to resolve compliance issues, avoiding significant fines.
- Improved customer satisfaction ratings by 25% through enhanced relationship management.

#### Responsibilities:

- Managed regulatory relationships and ensured compliance with banking laws.
- Coordinated with the marketing team to enhance public relations.

### Assistant Vice President, Project Management

Bank of America | January 2005 - February 2010

**Key Achievements:**

- Successfully managed a team to launch a new online banking platform, increasing digital engagement by 50%.
- Implemented project management best practices, reducing project timelines by 20%.

**Responsibilities:**

- Led project teams in the development and launch of new banking products.
- Collaborated with IT to ensure seamless project execution.

## Education

**Master of Business Administration (MBA)**

Harvard Business School | 2005

**Relevant Coursework:**

- Financial Management
- Strategic Leadership
- Marketing Management

## Technical Skills

**Project Management:**

- Agile Methodologies
- Scrum Master Certification
- Project Planning Tools (Asana, Trello)

**Customer Relationship Management (CRM):**

- Salesforce
- CRM Strategy Development
- Customer Engagement Platforms

**Public Relations:**

- Media Relations
- Crisis Communications
- Brand Management