

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