

## Professional Summary

Results-driven banking executive with over 20 years of experience in financial and payments industry, driving operational excellence and business growth through strategic leadership and innovative solutions.

## Professional Experience

### Division Executive - Banking Operations and Business Management

Inazuma.co | 2020 - Present

#### Group Executive - Payments

Inazuma.co | 2018 - 2020

##### **Key Achievements:**

- Spearheaded the development and launch of a new payment platform, resulting in a 30% increase in transaction volume.
- Fostered strategic partnerships with key fintech companies, enhancing the company's market presence.

##### **Responsibilities:**

- Led the payments division, overseeing strategy, operations, and innovation.
- Collaborated with cross-functional teams to drive business growth and improve customer experience.

#### Senior Manager - Banking Operations

FinServ Inc. | 2015 - 2018

##### **Key Achievements:**

- Implemented process improvements, reducing operational costs by 25% and enhancing efficiency by 40%.
- Developed and executed a training program, resulting in a 95% employee satisfaction rate.

##### **Responsibilities:**

- Managed day-to-day banking operations, ensuring compliance and quality service.
- Analyzed operational data to inform strategic decisions and drive improvements.

#### Operations Manager

Bank of Nova | 2010 - 2015

**Key Achievements:**

- Successfully led a team in the integration of a newly acquired bank, ensuring seamless transition and minimal disruption.
- Introduced a quality control program, reducing errors by 50% and enhancing customer satisfaction.

**Responsibilities:**

- Supervised a team of operations staff, providing guidance and support.
- Coordinated with internal departments to resolve operational issues and improve processes.

## Operations Analyst

FirstLine Financial | 2005 - 2010

**Key Achievements:**

- Analyzed operational data, identifying areas for improvement and proposing effective solutions.
- Assisted in the development of operational procedures, enhancing compliance and efficiency.

**Responsibilities:**

- Conducted operational analysis to support business decisions.
- Collaborated with the operations team to implement process improvements.

## Education

**Bachelor of Science in Finance**

University of Pennsylvania - The Wharton School

## Technical Skills

**Business Operations:**

- Vendor Management
- Business Analysis
- Process Improvement

**Banking and Finance:**

- Retail Banking
- Commercial Banking
- Payment Systems

**Leadership and Management:**

- Strategic Leadership
- Team Management
- Change Management