

Professional Summary

Results-driven banking executive with 27 years of experience in driving high-performance teams, streamlining processes, and ensuring regulatory compliance. Proven track record of successfully establishing and leading key departments, with expertise in payments, KYC, and team management.

Professional Experience

Senior Vice President, Operations & Compliance

Inazuma.co | 2018 - Present

Vice President, Payments Department

Nexus Bank | 2015 - 2018

Key Achievements:

- Increased payment processing efficiency by 30% through process automation
- Reduced operational costs by 25% via strategic outsourcing

Responsibilities:

- Managed a team of 15 payment processing specialists
- Developed and implemented payment processing policies

Assistant Vice President, KYC Onboarding

Pinnacle Financial Services | 2010 - 2015

Key Achievements:

- Improved KYC onboarding time by 40% through workflow optimization
- Enhanced compliance ratings through rigorous audit processes

Responsibilities:

- Led a team of 10 KYC onboarding specialists
- Collaborated with cross-functional teams to enhance onboarding processes

Senior Manager, Branch Operations

Apex Banking Corporation | 2005 - 2010

Key Achievements:

- Increased branch sales by 20% through targeted marketing initiatives

- Reduced customer complaints by 30% via enhanced service training

Responsibilities:

- Supervised a team of 20 branch operations staff
- Implemented operational improvements to enhance customer experience

Operations Officer

First National Bank | 1995 - 2005

Key Achievements:

- Assisted in the development of new operational procedures
- Provided support in the launch of a new banking product

Responsibilities:

- Processed transactions and maintained accurate records
- Assisted in the training of new staff members

Education

Bachelor of Science in Business Administration

University of Michigan | 1995

Technical Skills

Banking Operations:

- Payments Processing
- KYC Onboarding
- Branch Operations

Leadership & Management:

- Team Management
- Process Improvement
- Strategic Planning

Compliance & Risk:

- Regulatory Compliance
- Risk Management
- Audit Processes