

## 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