

Professional Summary

Results-driven banking professional with over 10 years of experience in driving business growth, leading cross-functional teams, and implementing process improvements. Proven track record of success in strategic planning, risk management, and stakeholder engagement.

Professional Experience

Senior Vice President, Banking Operations

Inazuma.co | January 2018 - Present

Vice President, Risk Management

Nexus Bank | June 2015 - December 2017

Key Achievements:

- Developed and implemented a risk management framework, resulting in a 30% reduction in operational risk
- Led a team of 10 in conducting regular risk assessments and providing recommendations to senior management

Responsibilities:

- Risk management strategy development and implementation
- Team leadership and management
- Stakeholder engagement and reporting

Senior Manager, Banking Operations

Pinnacle Financial Services | March 2012 - May 2015

Key Achievements:

- Improved operational efficiency by 25% through process re-engineering and automation
- Successfully managed a team of 15 in delivering high-quality banking services to clients

Responsibilities:

- Operations management and process improvement
- Team leadership and development
- Client relationship management

Manager, Customer Service

Apex Bank | January 2009 - February 2012

Key Achievements:

- Enhanced customer satisfaction ratings by 20% through effective issue resolution and feedback implementation
- Trained and mentored a team of 10 customer service representatives

Responsibilities:

- Customer service management and issue resolution
- Team training and development
- Customer feedback analysis and implementation

Education

Master of Business Administration (MBA)

Harvard University

Relevant Coursework:

- Financial Management
- Strategic Management
- Marketing Management

Technical Skills

Banking and Finance:

- Risk Management
- Financial Analysis
- Banking Operations

Leadership and Management:

- Team Leadership
- Strategic Planning
- Change Management

Software and Tools:

- Microsoft Office Suite
- Banking Software (e.g. Finacle, T24)
- Project Management Tools (e.g. Asana, Trello)