

## 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)