CARLTON R. WEST

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**Technology & Operations Executive**

***A leader who specializes in building teams that design, develop, implement, support and secure systems using people, processes, governance and innovation in ways that effectively drive revenues and mitigate risk.***

* 17 yr. executive in technology & operations
* Depth of knowledge of financial services
* Depth of experience in vendor selection, contract negotiation and vendor mgt.
* Multiple years of M&A experience
* Managed multiple system conversions
* Depth of experience managing large teams
* 30+ yrs. working in regulated industries
* Experience managing in-house and outsourced teams in differing locations

October 2011 – Present

City National Bank of New Jersey

***SVP, Chief Information and Operations Officer***

*Management Duties –* Manage an in-house staff of 30 people and multiple vendors while

filling each of the roles below:

* **Chief Innovation Officer (CIO)** – Provide executive oversight for all aspects of technology innovation, implementation, operations, maintenance and support for technology-based products and services as well as fault tolerant technology infrastructure and networks for maximum performance and minimum system interruptions. This includes overseeing interfacing of legacy, outsourced banking core systems with fintech partners developing technology using state of the-art languages and steering them to cloud utility platforms such as AWS and MS Azure. Developed a tech strategy to convert the bank’s core system to an open API platform to better integrate and do business with fintech partners
* **Chief Information Security Officer** **(CISO)** – Implemented and expanded executive oversight of the bank’s information and cybersecurity team, vendors, training, monitoring and reporting including incident response, performing risk assessments, managing audits and exams
* **Bank Safety & Security Officer** – Developed and documented the bank’s first comprehensive safety and security program. Provide executive oversight of the all aspects of physical safety and security for bank staff and customers including fire control, video surveillance and alarm systems (in house and outsourced). Liaison with law enforcement and local fire and safety officials
* **Bank Operations Executive** – Provide executive oversight of the Deposit Operations, Loan Operations, Facilities Management, Vendor Management, Procurement, Project Management functions and staff. This includes management of all aspects of deposits, ACH transactions, ATM machines, debit cards, credit cards, loan billing, statement production, collections, project planning/monitoring/reporting, process reviews and improvements. Also provide property management for foreclosed properties as well as site leases, maintenance, renovations, build outs, relocations and property sales. Write requests for proposal, negotiate contracts with and risk rate vendors, perform annual reviews of vendor (SOCx) controls, financials and performance against contract service level agreements
* **Disaster Recovery Cordinator** – Develop and manage the bank’s Emergency Preparedness plan which includes business continuity, systems continuity and disaster recovery. Perform testing of the bank’s plan and monitor critical vendor plans and testing for effectiveness

November 2010 – October 2011

Florida Community Bank

***Chief Information Officer***

*Management Duties* –Responsible for providing executive oversight of technology, innovation information security, cybersecurity, systems continuity, project management, Process Improvement, Bank Acquisitions, Conversions and Special Projects.

*Reason for Departure-* Requested by a colleague to take over CIOO duties at City National Bank of New Jersey

November 2009 – November 2010

BankUnited (Miami Lakes, FL)

***Consultant –*** Managed various initiatives as part of converting the bank from their FISERV ClearTouch core system to the FISERV Signature. This included leading the conversion of the Item Processing, Merchant Capture, ACH, Positive Pay, and Account Reconciliation platforms

*Reason for Departure-* Completed consulting engagement

September 2008 – November 2009

Orion Bank (Naples, FL)

***SVP, Chief Information and Operations Officer***

*Management Duties* –Responsible for planning and managing all aspects of Loan Operations, Deposit Operations, Information Technology, Facilities, Disaster Recovery, Project Management, Process Improvement, and Special Projects.

*Reason for Departure-* Bank was purchased by Iberia Bank of Louisiana and I did not wish to

relocate out of-state

February 2005 – August 2008

Boca Developers (Deerfield Beach, FL)

***Chief Information Officer***

*Management Duties* –Responsible for planning and managing all aspects of application

development, technology infrastructure, system change management, project management, business process review, business and systems continuity, budgeting and authorizing payments, project management and information security. This included technology strategic and tactical planning, regulatory compliance, personnel management and vendor relationships for a company with over $8 billion dollars in development and construction projects underway

*Reason for Departure-* Former manager requested assistance turning around Orion Bank

January 2003 – February 2005

Union Bank (Sunrise, FL)

# Technology & Infrastructure

***Senior Vice President & Chief Information Officer***

*Management Duties* – Responsible for all aspects of technology and facilities

management. This included technology strategic and tactical planning, budgeting, vendor,

property, and lease management, project management, process review, business and

systems continuity/disaster recovery, technology compliance, and information security.

regulatory compliance, and oversight of vendor relationships for an institution with over

$1 billion dollars in assets under management and aggressive growth .

*Reason for Departure-* The company was purchased by Colonial Bank and I did not wish to leave

Florida for family reasons

February 2001 – December 2003

BankAtlantic (Fort Lauderdale, FL)

# Information Systems Department

***Senior Vice President & Manager of Systems Integration (May 2002 – December 2002)***

Assisted in authoring BankAtlantic’s first strategic technology plan

Tasked with the additional responsibilities for managing all aspects of LAN, WAN,

Telecom, Application Development, and Database functions for the bank.

Responsible for implementing such major initiatives as Peoplesoft for human resources,

major upgrades to the Wire Transfer system, and many others

***Senior Vice President & Manager of Data Processing (February 2001 – May 2002)***

* Responsible for managing all aspects of systems analysis, data architecture/analysis, database administration, application development, change management, production systems implementation and support functions for the bank.
* Responsible for implementing production system processes and controls to insure system uptime and stability across all distributed system and networking platforms.
* Responsible for all aspects of budget and personnel oversight for a 20 person department, as well as contractors, when needed.

*Reason for Departure-* Received request from former manager and EVP at Republic

Security Bank to assist as CIO at Union Bank

March 1999 – February 2001:

Republic Security Bank (West Palm Beach, FL)

# Information Systems Department

***Senior Vice President & Director of Information Technology (March 2000 – February 2001)***

* Author the company’s 1st Strategic Technology Plan
* Devise a business to-consumer (B2C) electronic service delivery strategy including the delivery of Cash Management services via web-based front-end applications.
* Devise a B2C electronic commerce strategy to move the company into web-based automated teller machines (ATM) with extensive point of-sale capability.
* Develop companywide project prioritization, information security, and new technology subcommittees.
* Manage a full-time staff of 20, complemented by various contractors and consultants.

***Vice President & Director of Information Technology (March 2000 – February 2001)***

*Reason for Departure-* The company was purchased by Wachovia. I did not wish to leave

Florida for the position offered in North Carolina for family

reasons

September 1992 – March 1999

State Street Corporation (Boston, MA)

# Network Planning & Management Department

***Vice President (December 1997 – March 1999)***

* Develop departmental network technology plans to effectively support the company’s Strategic Business Plan. Responsible for the tactical planning and managing all aspects of a 10 million dollar annual cost-center budget in order to meet the aforementioned strategic objectives .
* Manage a staff of over 110 people and numerous vendors and contractors
* Develop, and implement the strategies and practices for all aspects of LAN recovery to match all documented business unit recovery requirements.

***Assistant Vice President: Manager of LAN Administration (Dec. 1996 – Dec. 1997)***

***Senior Systems Officer: Manager of LAN Administration (June 1995 - December 1996)***

***Systems Officer: Manager of LAN Administration(June 1994 - June 1995)***

***Senior Network Analyst: Manager of Desktop Integration (June 1993 - June 1994)***

***Network Analyst: Router Group (September 1992 - June 1993)***

Awards - *Global Network & Computing Services Excellence Award*

*Reason for Departure-* Family Commitments required relocation to South Florida

June 1990 - June 1992:

Fidelity Investment Co. (Boston, MA)

***Technical Planning Specialist***

***Systems Analyst***

Awards - *Received Award for Excellence*

1987 - May 1990:

Bank of Boston (Boston, MA)

***Network Analyst***

***Programmer/Analyst***

Awards - *Service Excellence Award*

June 1986 - 1987:

Saint Joseph’s Medical Center (South Bend, IN)

***Computer Applications Specialist***

**CERTIFICATIONS:**

ISC2 Computer Information Systems Security Professional (CISSP)

**EDUCATION:**

**Florida Atlantic University,** Fort Lauderdale, FL

*Masters Degree in Business Administration (MBA)*

Graduated: May, 2002

**University of Notre Dame,** Notre Dame, IN 46556,

*Bachelor of Arts (BA) degree in Government, International Studies*

*and Computer Applications*.

Graduated: May, 1986.

Awards:

* *Notre Dame Scholar*
* *Frazier Thompson Outstanding Student Award*

References available upon request.