Brett White

Global Payments & Fintech Leader | Toronto, Canada
M: +1 (437) 660-9997 | E: brett@brettwhite.me | W: brettwhite.me | LinkedIn: brettandwhite

PROFILE

Transformational fintech leader with almost 20 years of experience in program management, global payments innovation, and digital product development. Proven expertise in managing multi-market rollouts, leading cross-functional teams, and delivering results in North America, Africa, and Europe. Recruited for high-impact roles to drive business turnarounds, accelerate time-to-market, and scale innovative payment solutions. Adept at aligning strategies with business goals, fostering stakeholder collaboration, driving complex program and product delivery, and optimizing operational efficiency.

EXPERIENCE

Vice President, Payments Products & Innovation
Clickatell – Toronto, South Africa & Canada | Sep 2022 – Present
Clickatell is a global leader in chat commerce, enabling businesses to deliver payments and communications through conversational platforms.
- Recruited to launch and scale Clickatell's Chat Commerce platform, driving digital transformation across key markets in North America, Africa, and Europe.
- Moved from South Africa to Toronto, Canada in 2023, to drive the company's international expansion.
- Directed multi-market rollouts, managing $10M+ in budgets and coordinating cross-functional teams.
- Delivered PCI DSS-compliant card processing solutions and AI-powered in-chat payments.
- Achieved seamless market entry by aligning compliance, partner onboarding, and operational scalability.

Chief Executive Officer
Zapper – Cape Town, South Africa | Aug 2019 – Aug 2022
Zapper specializes in mobile payment platforms connecting consumers and merchants across South Africa.
- Recruited to replace the CEO and execute a business turnaround, focusing on subscriber growth and product innovation.
- Scaled the merchant network from 30K to 150K and consumer base from 1.5M to 13M in 12 months, driving 30% revenue growth.
- Transitioned the company to a cloud-hosted API platform, reducing operating costs by 82% and increasing product reliability.
- Led a comprehensive app redesign, boosting ratings from 3.4 to 4.8 stars and improving user engagement metrics by 40%.

Founder & CEO
Pexcil – Durban, South Africa | Apr 2007 – Feb 2016
Pexcil was a design agency offering UX, CMS, and branding solutions to global clients.
- Built and managed a high-performing team delivering projects for international clients, achieving a 95% client satisfaction rate.
- Directed multiple concurrent projects, meeting aggressive timelines and ensuring seamless delivery.
- Earned industry recognition, including FWA Mobile of the Day and Webby Honoree awards.

EDUCATION & CERTIFICATIONS
- **National Diploma in Graphic Design** – Durban University of Technology
- **Certified Scrum Product Owner®**