

DOMINIC MANGONON

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EXPERIENCE

CITI

New York, NY
2021 - Present

Senior Vice President, Citi Transformation Senior Lead (03/2022 – Present)
Contractor / Consultant via Matrix Resources (09/2021 – 03/2022)

Enterprise Transformation

Lead cross-organizational efforts to deliver on Citi's strategic priorities including transformation of the risk and control governance framework and remediation of regulatory Consent Order commitments

- Deliver clear insights and impactful communications for executive audiences, including the CEO and Board of Directors, through the creation of risk dashboards and reports
- Design and implement a centralized model for governance and oversight of regulatory findings and Matters Requiring Attention (MRAs), including the launch of a new MRA oversight function and supporting operating model (roles, coverage, reporting), improving the quality and timeliness of remediation efforts across Citi
- Implement enhanced global governance and standards for management of Citi's portfolio of over 15,000 programs and projects, driving improved consistency in delivery of work efforts linked to over \$8.4B in investments
 - Present and validate results with risk and audit partners to ensure on-time closure for 4+ regulatory commitments, demonstrating sustainability of new and enhanced controls
 - Manage direct reports, develop
- Own EUC
- Budgeting and Resourcing / Change Management
- Define metrics to track performance of remediation oversight efforts in meeting with desired outcomes
- Identify and drive new opportunities to strengthen and transform Citi's approach to risk management
- Develop solutions to quickly operationalize critical processes to meet with regulatory requirements

MORGAN STANLEY

New York, NY
2019 – 2020

Assistant Vice President, Corporate & Institutional Solutions

Business Unit Strategy

Led a portfolio of projects to build and pilot a new business model targeted to the firm's ultra-high-net-worth and family office client segment, resulting in ~\$15B of new assets under management (AUM)

- Designed and launched a "white-glove" concierge service model to meet the complex needs (e.g., onboarding, analytics, reporting) of the firm's largest wealth management clients
- Aligned leadership on the need for expanded trading products and capabilities; advised on strategic decisioning to build solutions "in-house" vs. via a third-party partnership
- Led efforts to pursue a strategic partnership with a leading global custodian bank; outlined partnership business requirements and oversaw the RFP / vendor selection process
- Conducted field interviews with the firm's top Financial Advisors to understand client pain points and prioritize firm resources towards key strategic opportunities and other critical matters
- Served as a relationship manager to an early-stage startup and technology partner, providing recommendations on app development and advising on business, risk, and regulatory considerations

TRELIANT, LLC

New York, NY
2018 – 2019

Senior Consultant, Wealth & Asset Management Advisory

Business Development

Worked with leadership to develop and launch an advisory practice for a PE-backed boutique consulting firm

- Co-authored 3 white-papers and identified 10 "go-to-market" campaigns for prospecting new business
- Managed risk and regulatory engagements which included oversight of over 40 contracted workers

STRATEGY& (formerly BOOZ & CO.) — Part of the PWC Network

Chicago, IL
2014 – 2017

Senior Associate, Financial Services Strategy Consulting (07/2015 – 10/2017)

MBA Intern, Banking & Capital Markets Management Consulting (06/2014 – 08/2014)

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Target Operating Model

Identified ~\$14M in run rate savings for an international subsidiary of a leading insurance broker as part of a global cost and organizational restructuring effort

- Worked closely alongside the CFO and other senior leadership to construct a business case which modeled cost savings & investment required to centralize operations in both near and offshore sites
- Led multiple branch workshops to understand business process pain points and identify both “quick win” and technology-enabled solutions to optimize operations and increase savings

Market Segmentation

Created a customer segmentation and migration strategy for a large wealth management client, increasing advisor capacity & productivity by ~5% and reducing fiduciary risk by \$465M

- Led working sessions with leadership to align on strategic objectives and define key guiding principles
- Designed processes, reporting and tools for financial advisors to review books-of-business, identify migration exceptions and maximize cross-sell opportunities to other areas within the bank
- Successfully executed the migration of 32,000 low-balance clients to self-directed service channels

Client Experience & Change Management

Designed an end-to-end experience across the client lifecycle for a large wealth management firm, working with leadership to create stakeholder personas, customer journey maps and use cases

- Accelerated strategic objectives through the creation of a learning & development curriculum and segmentation of the financial advisor population, enabling more-targeted coaching and training
- Designed an oversight structure to strengthen accountability and align incentives to goals and metrics

Growth Strategy

Evaluated organic and M&A related growth opportunities for a leading online brokerage

- Conducted research and analysis to size an opportunity to capture ~\$2T in AUM resulting from an industry shift of investible assets towards online and independent brokerage models
- Identified a preliminary list of potential acquisition targets to complement existing business capabilities and unlock additional growth, ultimately leading to the ~\$4B acquisition of a competitor

BNP PARIBAS CORPORATE & INSTITUTIONAL BANKING

Client Services Analyst, Commodities Brokerage (07/2010 – 05/2013)

Rotational Analyst, Trading Operations (07/2008 – 07/2010)

New York, NY

2008-2013

Operations & Process Optimization

Supported various trading desks and middle / back-office functions as a new graduate rotational analyst

- Facilitated workshops for a Six Sigma initiative resulting in a realignment of the organizational structure of the Fixed Income Documentation Team, improving trade processing time by ~10%
- Developed process controls and VBA macros to reconcile erroneous trades, eliminating potential overnight risk exposure and standardizing reporting procedures to meet with regulatory standards

EDUCATION

CARNEGIE MELLON UNIVERSITY, TEPPER SCHOOL OF BUSINESS

Pittsburgh, PA

Master of Business Administration (MBA), Concentrations: Information Systems, Finance

Leadership: Consulting Club (V.P., Member Development), Graduate Student Assembly (Class Rep.), Consortium Fellow, Merit Scholar

RUTGERS UNIVERSITY, RUTGERS BUSINESS SCHOOL

New Brunswick, NJ

Bachelor of Science (BS), Major: Finance

ADDITIONAL INFORMATION

Interests: Travelling (visited over 55 countries / 5 continents); trekking, snowboarding, live music; DIY electronics & circuitry, NY sports teams