DOMINIC A. MANGONON

106 Surrey Lane | +1 (908) 313 - 3302
Westfield, NJ 07090 | dom.mangonon@gmail.com

EXPERIENCE

Strategy& (formerly Booz & Co.) — Part of the PWC Network Chicago, IL
Senior Associate, Financial Services Strategy Consulting September 2015 – October 2017

Business Unit Strategy

- Managed a work stream for a large retail bank to create a customer segmentation strategy and execute the migration of 32,000 low-balance wealth management clients from financial advisor channels to robo-advisor and self-directed service lines, 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
  - Revised incentive plans to compensate financial advisors for migrated accounts, mitigating employee attrition

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 CFO and other senior leadership to model cost savings and investment required to centralize operations in both near-shore and off-shore locations
  - 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
  - Developed business case for proposed recommendations including key operating model risks / considerations

Customer Experience & Change Management

- Designed an end-to-end experience across the client lifecycle for a large wealth management firm, working with leadership to create key stakeholder personas, touchpoint / interaction maps and customer journey use cases
  - Accelerated strategic objectives through the creation of a learning & development curriculum and segmentation of the existing financial advisor population, enabling more targeted coaching & training
  - Designed an oversight structure to strengthen accountability and align incentives to revised goals and metrics

Growth Strategy

- Evaluated organic and M&A related growth opportunities for a leading self-directed / online brokerage
- Conducted research and analysis to size a ~$2T revenue opportunity resulting from an industry shift of investible assets towards online and independent brokerage models

PWC (PricewaterhouseCoopers LLP) New York, NY
Senior Associate Intern, Capital Markets Advisory June 2014 – August 2014

Project Management

- Managed a work stream for a bulge-bracket investment bank, developing business requirement documents (BRDs) to guide the firm during its transformation to a new regulatory reporting platform
- Provided analysis and built exhibits for a large Japanese bank, used in the structuring of a Resolution Plan or “living will’ required of institutions posing a potential risk to the global financial system

BNP Paribas, Corporate and Investment Banking New York, NY
Client Services Analyst, Prime Brokerage (February 2010 – May 2013) July 2008 – May 2013
Rotational Analyst, Trading Operations (July 2008 – February 2010)

Process Optimization

- Facilitated workshops for a Six Sigma improvement 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) GMAT: 720/800 May 2015

- Concentrations: Finance, Economics, Information Systems
- Leadership: Consulting Club (V.P., Member Development), Graduate Student Assembly (Class Representative)
- Honors & Awards: Consortium Fellow, Merit Scholar, 1st Place – 2013 SCIO Case Competition (Team Lead), 2nd Place – 2013 McKinsey & Co. Case Competition, Finalist – 2013 ROMBA National Case Competition

Rutgers University, Rutgers Business School New Brunswick, NJ
Bachelor of Science in Finance May 2008

- Honors: Dean’s List (GPA 3.5 or higher) – Spring 2005, Fall 2005

ADDITIONAL INFORMATION

- Activities / Interests: Traveling (visited over 48 countries across 5 continents); trekking (recently completed a 13-day trek to Everest Base Camp); snowboarding; long-distance running; volunteering; live music