

Benjamin L. Sboto

Education:

Bachelor of Arts in Economics and Psychology | June 2010 | Boston University
Full Stack Flex - Full Stack Web Development Dec 2022 -June 2023 | DU

Skills:

- Client-facing team management
- Customer identification program (CIP) and know your customer (KYC) process
- Compliance with US Patriot Act and Bank Secrecy Act
- Coaching and mentoring
- Screening and interviewing job candidates
- Quality control with attention to detail
- Large project coordination

Vice President, Onboarding Manager | Pacific Premier Trust | Aug 2021 - Present

- Led client onboarding department, overseeing new clients' journey into Pacific Premier Trust.
- Managed a client-facing team of 8, successfully onboarding over 300 new client accounts each month and managing monthly transfers-in of funds exceeding \$20 million.
- Worked closely with Pacific Premier Trust Institutional Sales team to onboard new account populations brought into company by new business acquisition.
- Managed the Customer Identification Program as required by regulatory practices for new clientele joining Pacific Premier Trust.
- Oversaw new account approval and QC processes and participated in internal audit projects.
- Conducted biweekly employee performance and coaching conversations, screened and interviewed job candidates, and trained new hires.
- Participated in projects related to user acceptance testing of internal technology releases.

Onboarding Supervisor | Pacific Premier Trust | Dec 2020 - Aug 2021

- Oversaw team functions and processes related to new accounts/maintenance and transfers-in to Pacific Premier Trust.
- Participated in the development of new policies and procedures for the onboarding team, leading to the adoption of SEI - Wealth Platform.
- Participated in user acceptance testing and quality control throughout the conversion process to ensure smooth go-live, and ensured the department was ready to accept new business on go-live date.

Onboarding Assistant Supervisor | Pensco Trust Company | May 2018 - Dec 2020

- Coordinated efforts with Pensco Business Development Center to ensure sales leads that were converted to full-time clients were captured appropriately.
- Performed numerous levels of quality control for work output of the team.
- Assisted team management in assigning work items and monitoring employee performance.

Financial Services Processor | Pensco Trust Company | April 2016 - May 2018

- Processed numerous IRA investment financial transactions, transferred cash positions, market traded securities, and alternative assets for the benefit of end-point clients.
- Coordinated alternative asset re-registration efforts directly with asset/investment sponsors to ensure custodial ownership was maintained during the transfer process.