


Jack McLaughlin

(724) 462-0986 | ✉ Jack.McL93@gmail.com |  in/McLaughlin-Jack

Account Manager focused on business development, client implementation, and managing of client relationships. Proven performance launching and growing long-term, enterprise-level partner programs. Emphasis on account profitability and relationship management by concentrating on data-driven goals, end customer experiences, risk mitigation, and efficient project delivery. With client's needs in mind, I approach scenarios with a desire to solve problems, apply strategy, and maximize outputs.

WORK EXPERIENCE

Alliance Data Card Services

Columbus, OH

Account Manager – Cobrand Credit Accounts

2018 – Present

- Manage relationship between external clients and internal marketing and store operations teams to build and execute strategy around shared performance goals for retail credit card programs.
- Manage high-profile \$1.5B credit portfolio, producing continuous YOY growth for the organization since launch.
- Implemented two brand programs worth \$76M and \$61M in credit sales respectively; facilitated coordination with internal and external resources to meet program launch deadlines on time and within budget.
- Direct marketing, risk analysis, relationship development, and fraud management to drive increased card program profitability and client loyalty.
- Own strategic management and spending of multiple brand funds/budgets used for marketing, technology and customer prospecting, totaling \$4M annually.

Payments Capabilities Owner

2016 – 2018

- Owned Onsite Credit Card Issuance capability including vendor relations, project management, roadmap development, and analytics creation, resulting in 70% increase in cardholder activation and 3% increase in card spend.
- Represented the organization with credit vendors such as Visa, Mastercard, and Discover, assisting in negotiation of updated long term contracts, profitability management, and SLA monitoring.
- Developed procedures to efficiently onboard client third party vendors to reduce implementation lead time and increase scalability across projected client pipeline.
- Created reporting and new process documentation for external vendors.
- Developed strategies to manage P&L for credit capability products.

Mobile Loyalty Intern and Initial Career Experience Associate

2016

- Developed proof of concepts to demonstrate viability of emerging technology in the retail credit landscape.
- Managed digital content for client and customer facing software portals.
- Managed branding throughout the design process to ensure digital content remained consistent with client specifications.
- Developed initial documents to define and test mobile application production process, contributing to the launch of 11 net new mobile applications for the organization.

Dollar Bank, FSB

Pittsburgh, PA

Customer Service Representative

2014

- Mastered company and regulatory processes of the Federal banking system.
- Provided timely and accurate customer service for customers' banking needs.

EDUCATION

Ohio University

2019 – Athens, OH

Master of Business Administration – Executive Management

The Ohio State University

2016 – Columbus, OH

BS Business Administration – Marketing, Logistics, International Business