

TTS CLIENT OPERATIONS GLOBAL FRAUD MANAGEMENT OFFICER/INTERNAL CONTROL RISK MANAGER

Summary

Experienced risk management professional with 34 years of financial services industry and 18 years of practical audit, risk and control experience. Industry expertise as Certified Fraud Examiner and Certified Anti-Money Laundering Specialist credentials.

Highlights

- Risk management
- Collaborative
- Excellent time management skills
- Reliable
- Financial analysis
- Operations management
- Auditing methodology
- Procedure development

Accomplishments

Developed and implemented Citi's Treasury and Trade Solutions (TTS) Global Fraud Management Program and Manual Payment Processing Standards resulting in increased awareness of fraud prevention, emphasis on timely detection and action of suspicious or anomalous activities, and robust, consistent control standards for manual payment processing throughout TTS.

Experience

Citi December 2012 to Current TTS Client Operations Global Fraud Management Officer/Internal Control Risk Manager
City, STATE

- As Global Fraud Management Officer (FMO), coordinated, designed, implemented and provide ongoing oversight of the TTS Fraud Management Program.
- Provide a structured framework to manage Operational risk in North America TTS, Buffalo and Canada Operations units to ensure proper oversight of BAU activities, respective controls in place and act as subject matter expert/adviser for all aspects related to controls, risk and regulatory compliance.
- Performed risk and control evaluation of funds transfer activities post-migration to Latin America Regional Processing Center in Buffalo, NY from Latin American countries and Mexico Center of Excellence processing site.

Citi July 2008 to December 2012 Internal Audit, TTS Global Liaison
City, STATE

- Provided guidance with audit scope determination and planning.
- Participated on high impact and complex audits internationally.
- Lead and/or participated on special projects, at-close and divestiture audits.
- Performed identification, classification and communication of emerging global issues, past due issues and issue trends to audit constituents.
- Developed and maintained library of global TTS risk and control matrices and regulatory round up of forward looking regulatory requirements for reference and application by internal audit constituents.
- Represented Global Internal Audit as member of TTS Executive Committee.

Citi June 2006 to June 2008 Internal Audit, Cash Management Global Liaison
City, STATE

- Supported audit coverage of Global Cash Management products and functions and apply a global perspective when evaluating issues.
- Provided focus to audit constituents on developing risk and control themes/trends to determine and dimension the program's risk profile, in accordance with local/regional views and business environment.
- Represented Global Internal Audit as member of TTS Executive Committee.

Citi March 2002 to May 2006 Internal Audit, Audit Manager/Lead Reviewer
City, STATE

- Lead, planned and executed operational audits of various business and product areas using risk-based audit methodology.
- Diligently monitored remediation plans to confirm proper resolution.
- Verified that controls were compliant with policies and regulations.

Citi December 1996 to February 2002 Internal Audit, Senior Auditor/Lead Reviewer
City, STATE

- Lead, planned and conducted complex audits of assigned businesses, interact with business line management to evaluate operating effectiveness.
- Identified business risks and assessed departmental control environments.
- Ensured compliance with internal and regulatory policies.
- Prepared and/or reviewed audit work papers and reports.
- Prepared quarterly monitoring reports highlighting key developments and recommended course of action.

Citi November 1993 to November 1996 WorldLink Operations/Europe, Operations Manager
City, STATE

- Manage activities of Senior Account Representative and unit of Account representatives; including counseling, disciplining, training, coaching and motivating staff; administration of performance appraisals and yearly increases.
- Project work included departmental re-engineering project, assisted in the development and facilitated implementation of SBU Department relocation to Tampa and conducted CABS classroom/on-the-job training for relocation of the entire unit to Buffalo, NY.
- Conducted on-site client/customer service visits in the UK/Ireland.

Citi April 1988 to November 1993 WorldLink Operations/Europe, Unit Coordinator
City , STATE

- Review and approve Account Representative day-to-day activities and work flow; assist in a management capacity as needed.
- Train Account Representatives; developed and implemented new client monitoring process.
- Responsibilities also included performing on-site client re-training visits contributing to reduction of financial risk and exception processing of cross border payment processing operations for European client base.

Education

Everest University 1993 Bachelor of Science : Management/Marketing City , State , USA

Bryant & Stratton College 1982 Associate of Science : Business Administration City , State , USA

Community

Advisory Board Member - Camp Good Days & Special Times