

# **OMER MUSTAFA**

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## **PROFILE**

Vendor and third-party risk and governance specialist with 20+ years across banking, financial services, technology, and retail. Experienced across the supplier lifecycle: selection, onboarding, due diligence, performance management, remediation, and exit. Strong on controls, regulatory context, and operational resilience. Used to working with Risk, Compliance, Legal, Technology, Procurement, and Commercial teams. Practical with MI, reporting, and evidence for audit and regulator review. Comfortable translating complex data and integration risks into clear action plans.

## **CORE CAPABILITIES**

- Third-party risk and outsourcing governance
- Supplier lifecycle management and due diligence
- SLA and KPI design, monitoring, and remediation
- Data, cyber, and integration risk awareness
- Regulatory context: FCA/PRA awareness, GDPR, DPA 2018, PECR
- Risk assessment and treatment planning
- MI, dashboards, and executive reporting
- Stakeholder management across risk, legal, tech, and procurement

## **EXPERIENCE**

Digital Transformation and Supplier Governance (UK Financial Services and Technology) | 2021-2024

Project-based roles focused on suppliers, controls, and commercial impact.

- Collections platform migration: built the business case for consolidation, framed around risk reduction, control clarity, and operational resilience; quantified multi-year benefit and FTE efficiencies.
- Vendor performance and risk review: analysed support logs and commercials for a retained supplier (approx GBP 44,171 over 12 months); identified response vs resolution efficiency gaps, retainer overrun, and recurring API errors between HubSpot and Office RND; recommended SLA redesign and remediation plan.
- Privacy and consent compliance: defined a 30-day plan to close cookie consent, GA4, and tag governance gaps; produced tag inventory, data-sharing map, and consent-based firing rules aligned to GDPR, DPA, and PECR.
- CRM data governance: designed deduplication, validation rules, ownership, and audit trails; reduced reliance on vendor-led data fixes and improved data reliability.
- Channel and vendor contribution analysis: used HubSpot and GA4 data to identify low-yield vendor activity and support budget reallocation toward higher-impact channels.

HSBC Bank Middle East Ltd (UAE) | Manager, Digital and Third-Party Risk | 2008-2021

- Managed approx USD 2m annual supplier spend across CRM, messaging, and MarTech; delivered approx USD 1.3m verified savings via vendor consolidation, RFPs, and renegotiation while maintaining service stability.
- Reduced CRM and MarTech run-rate costs by around 40 percent through licence and supplier rationalisation and clearer in-house vs vendor split.
- Designed API-driven customer selection and messaging workflows handling 3m+ automated messages per year; improved traceability, access control, and auditability.
- Embedded third-party risk across supplier onboarding, due diligence, performance expectations, BCP/DR, change control, and exit planning; worked with Risk, Compliance, Legal, and IT to align with Central Bank UAE expectations.
- Produced regular risk and performance MI on suppliers; supported audit and regulator reviews with evidence and structured responses.

Barclays (UAE) | Credit Risk Analyst | 2007-2008

- Built and maintained retail credit risk reporting (PD, LGD, EAD, vintages, portfolio performance).
- Improved provisioning accuracy and collections strategies, delivering an estimated GBP 190k annual benefit.

Earlier roles | Web Developer and Data Lead, Yellow Pages and Verbanet | 2004-2007

- Built web and data systems that informed later work on API-driven integrations and data flows.

## **EDUCATION AND CREDENTIALS**

- BSc Computer Science, University of New South Wales (UNSW), Sydney
- ISC2 Certified in Cybersecurity (valid to 2028)
- Fortinet Certified Associate, Cybersecurity (valid to 2026)
- Executive programmes (selected): Wharton, Columbia Business School, MIT Sloan, IMD, INSEAD, Darden