Omer Mustafa

PROFILE

Senior operator with 20+ years across banking, financial services, technology, and retail. I tighten controls, stabilize vendor ecosystems, and protect revenue through measured, evidence-led execution.

COMMERCIAL OUTCOMES

- ~40% MarTech and CRM cost reduction through supplier rationalisation and control design.
- ~GBP 1.3m verified savings delivered via RFPs, renegotiation, and scope control.
- 3m+ automated messages per year via API-driven workflows with traceability and access control.
- 3x targeting uplift vs demographic segmentation through evidence-led channel analysis.
- ~USD 2m annual supplier spend controlled with audit-ready performance MI.

CORE CAPABILITIES

- Third-party risk and outsourcing governance
- Supplier lifecycle management and due diligence
- Contract, SLA, and KPI design with remediation
- Operational and technology risk across data flows and APIs
- Regulatory context: FCA/PRA awareness, GDPR, DPA 2018, PECR
- MI, dashboards, and executive reporting
- Stakeholder management across risk, legal, tech, procurement

EXPERIENCE

Digital Transformation and Supplier Governance | 2021-2024

- Collections platform migration: built the business case for consolidation with quantified multi-year benefit.
- Vendor performance review: exposed retainer efficiency gaps and recurring integration errors; reset SLAs.
- Privacy and consent compliance: delivered tag inventory, data-sharing map, and consent-based firing rules.
- CRM data governance: defined deduplication, validation, ownership, and audit trails.

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

- Managed approx USD 2m annual supplier spend; delivered approx USD 1.3m verified savings.
- Reduced CRM and MarTech run-rate costs by ~40% through licence and supplier rationalisation.
- Designed API-driven workflows handling 3m+ automated messages per year with auditability.
- Embedded third-party risk across onboarding, due diligence, BCP/DR, change control, exit planning.

Barclays | Credit Risk Analyst | 2007-2008

- Built 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 | 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