

Payments product management professional, with global experience across issuing, acquiring and new product innovation. An expert in NFC, Global Platform and tokenisation the components that power Apple Pay. Managing a set of APIs and a web application for customer service and token lifecycle maintenance. Experienced in managing vendors, and working with cross functional teams working across many timezones to deliver results.

Key areas of expertise

Apple Pay	Mobile Applications and operating systems
Debit, Credit & Prepaid Cards	API's
NFC, EMV, Global Platform, tokenisation and other payment standards	Transaction processing, e & m-commerce
Agile Development	Biometrics

CAREER HISTORY

CAPITAL ONE EUROPE PLC.

Aug 2015 -

Senior Manager - Payments, Customer Fulfilment

This new roll considered payments from two perspectives, first how customers paid with Capital One cards, looking at technology fundamentals like EMV for the present and as this begins to evolve into mobile and wearables, how this would affect the business and operations. The second aspect is how customers repay the outstanding balances on their account. Looking for efficiencies, cost savings and improved controls across the business.

- Reviewed and corrected EMV profiles, completed profile updates in time to ensure compliance deadlines were met.
- Developed inbound payments strategy, to allow the business to build a better infrastructure and drive down costs.

MASTERCARD INC.

Sept 2013 - Feb 2015

Business Leader - Mobile Product Development

Part of the team responsible for developing the MasterCard Digital Enablement System, delivering a tokenisation solution to the market in support of Apple Pay. Specifically managing a suite of APIs and a web application for token lifecycle management and customer services and the introduction of biometrics as a form of cardholder verification.

- Reviewed and analysed multiple aspects of biometric identification which enabled a new set of standards and compliance programme
- Delivered API and web application tools in time for launch, by managing and negotiating last minute changes
- Participated in the development of Global Platform Simplified Framework, leading to the publication of version 1.0 of the standard.
- Filed two patent applications relating to NFC personalisation verification and biometric cardholder verification methods.

CITIGROUP**Aug 2011 - Sept 2013****Vice President - Mobile Application Development Architecture Lead**

Led the creation of global architectural standards and compliance procedures to minimise the corporations risks and maximise the company's investment in technologies. Recognised thought leader for new groups wanting to begin their mobile development efforts. Helped implement new mobile technologies like secure sandbox and API gateway technologies.

- Avoided OCC fines by implementing a lightweight compliance programme
- Built up a mobile development community in a complex operating environment which resulted in knowledge sharing and agreement on standards
- Developed a mobile application development guideline document, this allowed for better SDLC compliance and better developer efficiency.
- Cooperated with legal, compliance and branding groups, to ensure risks that mobile applications introduced were identified and that these were compensated for.

WHITE EAGLE PREPAID**Mar 2011 - Aug 2011****Business Development Consultant**

This contract role was to help the company identify and qualify international commercial opportunities, provide support for UK business development and increase efficiency of the UK operations.

- Secured two contracts and improved the sales pipeline by targeting to specific verticals in the prepaid market.

TRAVELEX - CARD AND MOBILE PAYMENTS**Jul 2010 - Mar 2011****EMV Migration Consultant**

Drove the migration of an existing magnetic stripe card base to a new chip based product offering issued on a new processing environment. Advised the business on opportunities that the new technology infrastructure brought to the business, including contactless and multi-application cards. This role was a fixed term contract.

- Up-skilled fraud and operation teams through EMV training which improved their ability to support customer queries and refine fraud rules
- Increased chip certification efficiency and reduced costs by implementing a common card personalisation profile and managing the certification process

ACONITE TECHNOLOGY**Feb 2008 - Jul 2010****Senior Business Consultant**

Aconite, a niche software and consulting firm, focused on solutions, consulting and training related to EMV, contactless and mobile payments. Responsible for delivering training and consulting as well as solution development globally and for sales in the Sub-Saharan region.

- Won training contract in 5 countries in support of an EMV migration programme, this earned the company trust in those markets and lead to further business
- Was a key part in the awarding of a contract worth over a £1,000,000
- Delivered training and consulting in 10 countries, giving me a greater awareness of local variations

OTHER ROLES

STANDARD BANK OF SOUTH AFRICA

Smart Card Consultant

Feb 2007 - Feb 2008

VISA INTERNATIONAL CEMEA REGION

Chip Payments Solution Executive

Dec 2005 - Feb 2007

STANDARD BANK OF SOUTH AFRICA

EMV Subject Matter Expert and Business Analyst

Jun 2004 - November 2005

NEMOTECH

Payments Solution Manager

Jun 2003 - May 2004

STANDARD BANK OF SOUTH AFRICA

Business Analyst - Retail Channels

Jun 2001 - June 2003