

## Experience

### **STP Investment Services, West Chester, PA**

**August 2017 - January 2021**

#### *Account Manager*

- Manage client relationships and act as primary escalation contact for multiple client accounts totaling \$9 Billion in AUM.
- Provide project management support for new client technology requests, gathered requirements, delivered specifications to business analysts and developers and provided strategic and tactical direction through project lifecycle. Completed over 40 projects in the past 36 months leading to new products, efficient workflows and high client satisfaction scores.
- Work with internal operations teams to complete daily accounting entries, cash reconciliation, security pricing, trade capture, corporate action election/ processing and performance of 650+ portfolios with asset classes in the Fixed Income, Equity and Derivatives space.
- Provide operational and strategic support for the onboarding of separately managed accounts, asset transfers and all aspects of the implementation/ conversion playbook.
- Complete month end closing validations including review of accounting entries, performance returns of SMAs/ funds, GIPS composites and relative Benchmarks. Ensure client reporting packages were complete, accurate and delivered by established SLAs.
- Leverage skills in SQL, VBA and Microsoft office products (Excel and Access) to build operational efficiencies leading to a 40% reduction in processing time.

### **DuPont Capital Management, Wilmington, DE**

**September 2011 - July 2017**

#### *Senior Analyst & Process Improvement Lead, September 2015 – July 2017*

- All prior responsibilities maintained with dotted line relationship between two analysts covering daily Trade Operations.
- Six Sigma Project Analyst that designed, built and implemented:
  - Trade Confirmation system and workflow to replace hard call confirmations, focusing on straight through processing of trades, account allocations and settlement instructions. Reduced daily processing times from 3 hours to 15 minutes.
  - Unmatched trade system that normalized trade data from ten custodian banks, providing exception based unmatched reporting with the ability to document and retain analyst resolution. Reduced daily processing times from 2 hours to 30 minutes.
  - A new workflow that automated the generation of trade communications to 3rd party Investment Managers resulting in 100% accuracy for hundreds of trades and time reduction of 5 hours per trade event.

#### *Senior Analyst, July 2012 – August 2015*

- Fixed Income/ Equity Trade Operations - Manage post trade lifecycle in the corporate grade, high yield, mortgage and emerging markets spaces. Trade matching via Omgeo and Bloomberg platforms, Settlement Instruction via ALERT, accurate and timely settlement of trades, unmatched and fail monitoring.
- Bank Loan Closer - Manage the settlement of syndicated primary loans and secondary loans for both LSTA and LMA. Responsible for trade confirmations, allocations, review of legal documentation, calculation and verification of delayed compensation, initiation/ monitoring of settlement funding, exchanging Know Your Client ("KYC") docs and Administrative Details ("Admins") and claims processing as needed.
- Mortgage Allocator - Process pool allocations on Bloomberg for monthly TBA allocations covering Class A and Class C agencies. Work with front office to identify low performing pools for delivery staging. Monitor and resolve DKs, exceptions, fails and TMPG claims processing and pair-off funding.



### *Derivatives Analyst, September 2011 – July 2012*

- Trade confirmation and allocation of Futures, Options, SWAPs and NDF securities.
- Reconcile daily margin with broker counterparties and direct custodian to initiate or receive margin wires.
- Collateral management of broker counterparty exposure, and recall/ deliver assets when tolerances where over Minimum Transfer Amounts (“MTAs”).

### **The Vanguard Group, Malvern, PA**

**September 2004 - August 2011**

#### *Team Lead of Cash and Trade Operations*

- High-profile management position accountable for the daily investment decision of 300 custom client mutual funds and the settlement and reconciliation of trade and cash activity.
- Managed a staff of ten analysts, reviewing daily workflows against key controls.
- Custody Bank Relationship Manager responsible for analyzing and reporting Key Performance Indicators (“KPIs”) across the department and using data to create action plans to improve the service provided by the custodians.
- Created and implemented a first pass quality program that helped staff focus on improvement opportunities as well as highlight process weaknesses to identify and manage operational risk.
- Led department’s Business Risk Management team using the FMEA tool to identify control gaps in key processes and subsequently worked with management to develop action plans to enhance controls.
- Analyzed trends for improvement opportunities leveraging Six Sigma.

### **Education**

#### **Master in Business Administration**

La Salle University, Concentration in Management

#### **Bachelor in Business Administration**

La Salle University, Concentration in Accounting

### **Systems**

Strong working knowledge of Eagle, Portia and Invest One accounting systems. Proficient knowledge of Bloomberg, IDC, Remote Plus, Apex on Demand, Eikon, ClearPar, ALERT, E-Tran, JIRA Project Management and dozens of Custodian web platforms.

### **Technical Skills/ Languages**

Excellent skills in Microsoft Word, Excel and Access. Good working knowledge of HTML5, CSS3, Javascript (ES6), jQuery, AJAX/ APIs, Bootstrap, Materialize, Foundation, Firebase, Node.JS, MySQL, Oracle SQL, MongoDB, Express, Handlebars, React. Working knowledge of Python. Experience working in JIRA and GitHub.