

RICHARD C. REYNOLDS

1107 PLEASANT STREET, PAXTON, MA 01612
508-341-3524

RICHARD.REYNOLDS7@GMAIL.COM
<https://www.linkedin.com/in/richreynolds7>

PROFESSIONAL EXPERIENCE

STATE STREET CORPORATION

Boston, MA

Technical Client Experience Program Manager, Assistant Vice President, Global Technology Services (July 2018 – September 2020)

- Earned On-the-Spot Award for superior performance, in under five months, for onboarding/training two business analysts, defining program governance (budgeting, forecasting, Clarity and JIRA reporting and tracking) for client experience transformation initiative
- Mobilize cross-functional team of solution architects, developers, designers, business analysts around design thinking methodology to understand user needs and pain points and drive creation of user stories and prototype for agile development of client-centric tool
- Selected as one of 26 employees from the bank through competitive application to earn IBM Design Thinking Co-Creator Badge

Business Architecture Project Management and Strategy Officer, Global Markets (May 2017 - July 2018)

- Implemented innovative model (bank-wide standard), reducing previous recertification timeline by 50% through testing and deployment of more efficient SharePoint workflow tool to drive process improvement around regulatory/operational risk and control review
- Created daily Excel/PowerPoint reporting to monitor progress towards recertification for 7,000+ first line of defense controls

Securities Finance Enhanced Custody Operations Senior Associate, Global Markets (June 2016 – May 2017)

- Developed sustainable governance documentation, optimizing management of multifaceted workstreams involving corporate actions (dividends, mergers, tenders, etc.) and billing, which is still in use and supports \$20-30 million monthly business
- Built robust Excel tracker to refine procedures for financial auditing and improve collaboration between numerous teams (settlements, collateral, trading, brokers, clients)

Structured Trust & Analytics Associate II, Global Services (March 2015 - June 2016)

- Spearheaded internal audit and data consistency project that reduced reporting discrepancies by ~90% across 40-person team with simplified manuals to facilitate complex deal analysis, promote quality control, ensure deadlines; earned lean management certificate
- Analyzed portfolio health, risk, and cash flow for structured finance deals (CLOs, ETF) totaling over \$1 billion, utilizing financial modeling to calculate coverage tests in preparation for monthly compliance/quarterly payment reports for Fortune 500 clients and external auditors

ZEROCHAOS | GOOGLE

Washington, DC

Ads Quality Rater (January 2014 - January 2015)

- Evaluated, reported, and tracked visual quality and content accuracy of 10,000+ ads to enhance Google's search engine algorithm
- Utilized web analytic capabilities to examine advertising-related data including text, web pages, and images

EDUNOMICS LAB, Georgetown University

Seattle, WA

Research Consultant/Education Pioneers Fellow (June 2013 – August 2013)

- Served as project lead, head researcher for case studies on education finance, student-based allocation, central office restructuring
- Contributed to SAGE Encyclopedia of Education Economics and Finance entry on Weighted Student Funding
- Generated PowerPoint dashboard with Excel and Tableau software capturing student-based allocation metrics for 7 school districts

OECD DIRECTORATE FOR EDUCATION AND SKILLS

London, UK & Paris, FR

Consultant, LSE MPA Capstone (October 2011 – March 2012)

- Co-authored and co-presented 116-page final report for Director for Ed. and Skills at OECD, synthesizing findings from 67 consumer expert interviews (private, public, civil society sector organizations from UK, Italy and Chile) that I conducted with international student team
- Performed market analysis and feasibility study to identify strategic business models for OECD's Programme for International Assessment of Adult Competencies (PIAAC), world's largest international assessment of adult skills, working with ETS Center for Global Assessment

EDUCATION PIONEERS, GO Project

New York, NY

Summer Graduate Fellow (June 2011 – August 2011)

- Selected among top 15% graduate students nationally for this education leadership fellowship
- Prepared and delivered PowerPoint presentations for: 1) my cohort and EP Founder/CEO; and 2) over 100 teachers/administrators, synthesizing teacher input for Common Core Standards (K-6) to develop strategy for implementing a unified, sustainable academic model
- Benchmarked academic performance for reading and math across grades to increase teacher effectiveness through data-driven instruction

NYC DEPARTMENT OF EDUCATION, DeWitt Clinton High School

Bronx, NY

NYC Teaching Fellows High School English Teacher (June 2007 – August 2009)

- Selected among top 16% nationally from 19,846 applicants to teach in high-need, public school (4,400 student body, second largest in NYC)
- Cofounded oratorical contest to promote public speaking and implemented engaging, instructional design for 400+ students
- Produced 300-page Reflective Practitioner culminating portfolio demonstrating original action research and evidence-based analysis

EDUCATION

GEORGETOWN UNIVERSITY, Law Center (2021-2024), J.D. Candidate (Technology Law and Policy)

Washington, DC

COLUMBIA UNIVERSITY - LONDON SCHOOL OF ECONOMICS (2010 - 2012)

New York, NY & London, UK

M.P.A. (Dual Degree), Urban and Social Policy, *Global Public Policy Network Scholar, International Fellows Program, Dissertation*

FORDHAM UNIVERSITY, Graduate School of Education (2007 - 2009)

New York, NY

M.S.T., Adolescence English 7-12 (NYC Teaching Fellowship), *Phi Kappa Phi, Phi Delta Kappa*, GPA: 3.955

BOSTON COLLEGE, College of Arts and Sciences (2003 -2007)

Chestnut Hill, MA

A.B., English, *magna cum laude, Phi Beta Kappa, Dean's Scholar (top 40 juniors), Senior Thesis*, GPA: 3.799

UNIVERSITY OF OXFORD, St. Edmund Hall (UK) (2005 - 2006), Junior Year Abroad, English, *First-Class Honors*, GPA: 4.00

UNIVERSITY OF SALAMANCA (Spain) (Summer 2004), Advanced Spanish grammar, culture, art history, *Distinction*

CERTIFICATES: CS50 (Computer Science) for Lawyers (Harvard); Business Analytics, Economics, Accounting (Harvard Business); CopyrightX and ContractsX (Harvard Law); Constitutional Law (Yale Law); Climate School (Oxford); Supply Chain (MIT); Design Thinking (IBM); Agile, Lean and Change Management (State Street)

LEADERSHIP

Cofounder: DeWitt Clinton Oratorical Contest (\$5K prize raised) recognized by NY Gov. Paterson; Worcester Academy Music Prize (\$10K raised to create jazz improv endowed prize); **Fundraiser/Co-Chair:** BC Reunion Leadership Gift Committee (set donor record - 37.6%); BC Neenan Volunteer Council; **Board Member, Advisor, Mentor:** International House World Council; BC Presidential Consultation Program - Alumni Emerging Leaders; BC Volunteer Leadership Forum; BC Endeavor; Ed. Pioneers N.E. Alumni Board; WA Board of Visitors; St. Edmund Hall, Oxford North American Working Group; LSE/Columbia Ambassador; Boston College Technology & Entrepreneurship Council; Oxford University Entrepreneurs Network