

STEPHANIE TOWCH

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PROJECT MANAGER

Experienced Researcher and Finance Technology Project Manager with a 15-year tenure at a top-tier investment bank, specialising in project management and commodities operations. Demonstrated leadership in successfully steering finance and regulatory projects to completion within specified timelines and budget constraints. Adept at building and leading effective project teams. Expert in building and leading high-performing project teams, with a strong commitment to delivering responsive and inclusive project management services. Adept at anticipating and meeting the diverse needs of stakeholders. Currently an ESRC-funded doctoral candidate, I'm keen to apply my extensive research experience and expertise in statistical methods to support the "Advanced Quantitative Methods" module at Birkbeck, helping students excel in their understanding of quantitative research techniques.

CORE COMPETENCIES

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| • Project Management | • Testing and Quality Assurance | • Business Process Improvement |
| • Leadership | • Regulatory Compliance | • Finance Operations |
| • Stakeholder Engagement | • Adaptability & Problem-Solving | • Data Analysis |
| • Change Management | • Training, Coaching, & Mentoring | • SPSS, Qualtrics, R Programming |
| • Communication and Collaboration | • Project Lifecycle Management | • Business Psychology |
| • Vendor Relationship Management | • Waterfall Methodology - PMBoK | • Psychometrics |

EDUCATION & LICENCES

Doctor of Philosophy in Psychology – Birkbeck University of London (Present – Mar 2029; part-time).

MA Social Science Data Science – The Essex Summer School (Present – Sep 2027; part-time).

International Business Global Academy – Southwestern University of Finance and Economics, Chengdu, China (July 2023).

Master of Science in Organisational Psychology (Merit) – Birkbeck University of London (Oct 2021 – Sep 2023).

Master of Science in Psychology (Distinction) (Oct 2019 – Sep 2021).

Bachelor of Arts in Financial Services (2:1) including French for Business – Bournemouth University, UK.

British Psychological Society Certification in Test Use: Occupational, Ability and Personality (TUOA, TUOP).

Graduate Member of the British Psychology Society (GMBPsS).

Project Management Professional (PMP) Certification course. Member of the Project Management Institute (PMI).

PROFESSIONAL EXPERIENCE

BIRKBECK, UNIVERSITY OF LONDON London, UK	2023 – Present
RESEARCH ASSISTANT & DEMONSTRATOR, School of Psychological Sciences	2023 – Present

Assisting Professors on the Neurodiversity in Business Research Project

- **Thematic Analysis:** Conducted qualitative analysis to co-produce a survey using NVivo to understand the factors influencing employee retention, career satisfaction, well-being, work engagement and the organisational climate for neurodivergent employees.
- **Survey Design and Quantitative Analysis:** Proficient in Qualtrics for survey data collection, adept at data cleaning and preprocessing, and skilled in conducting statistical analysis using SPSS and R Programming to derive impactful insights through descriptive and inferential analysis. Adept in a wide range of statistical techniques such as multiple linear regression, structural equation modelling, and confirmatory factor analysis.
- **Report Writing and Project Management:** Translated complex data into clear reports required for publication. Managed timelines and deliverables for research projects, ensuring all aspects were completed within deadlines.

Demonstrating computer-based research methods exercises to students on The Principles of Experimental Psychology module (MSc Psychology program).

- Topics include descriptive statistics, inferential statistical tests (t-test, chi-square, ANOVAs, multiple linear and logistic regression, factor analysis), parts of a lab report, and writing pre-registration ethics, conducting a research mini-project, as well as marking lab reports and exam scripts.

PROJECT MANAGER, Global Finance Technology (GFT)

2014 – 2020

GFT supports the technology used for financial and regulatory reporting by JP Morgan. Responsible for managing finance and regulatory projects reporting to the CTO (typically a portfolio of 3-4 projects at a time throughout the full project lifecycle) using the Waterfall project management methodology.

- **Led virtual project teams** of up to 25 people across 8 locations in a matrix organization, managing an annual \$1M budget and consistently ensuring projects were completed on time and within budget.
- **Successfully delivered 20 projects** within compressed timelines meeting stringent regulatory deadlines.
- **Established strong working relationships** with all Global Finance Technology teams (BA, AD & Operate teams) and key internal and external stakeholders, viewing myself not only as a leader but as an engaged team member contributing to the collective success of each project.
- **Mentored junior project team members** and graduates, fostering a culture of continuous learning, and contributing to increased team productivity.
- **Spearheaded regional initiative:** Initiated a regional project lifecycle improvements initiative, gaining senior management buy-in. Streamlined processes, resulting in increased project efficiency.
- **Vendor relationship management:** Managed vendor relationships with finance application providers, ensuring seamless collaboration and effective delivery.
- **Financial Reporting & Budgeting:** Consistently managed financial aspects of projects, including budgeting, forecasting, and financial reporting, ensuring alignment with organisational objectives.
- **Test management leadership:** Led test management efforts, drafting comprehensive SIT and UAT test strategy documentation, reducing post-implementation issues, and ensuring the quality of project deliverables.
- **Organisation of project governance and documentation:** Coordinated multiple projects and application releases, ensuring project governance and thorough documentation while monitoring the execution of requirements, design, build, test, and implementation plans against the project plan.
- **Effective communication and change control:** Produced project dashboards and conducted regular project meetings to ensure effective communication and progress tracking. Implemented and supervised project Change Control procedures to uphold project scope and objectives.
- **Team Collaboration:** Proactively led and collaborated with cross-functional teams, contributing to a cohesive working environment and successful project outcomes.
- **Key projects:** Brussels regulatory platform replacement (Axiom) & Deposit Guarantee Scheme Directive; Multiple EMEA regulatory reporting changes, finance business change and SAP ledger expansion projects, EMEA PMO reporting enhancements; Operations enhancements. **Application releases:** Directed numerous EMEA regulatory reporting software upgrades to V-Bank, Finarch, Davinci, LUA and FRS finance platforms working with Business Finance and Technology teams.
- **Continuous learning:** Completed PMP certification course to bolster acquired experience in project management.

CHANGE MANAGER, Finance & Business Management (F&BM)

2012 – 2013

Responsible for driving and overseeing strategic transformation initiatives within JPMorgan's finance projects team to optimise processes, enhance operational efficiency, and achieve organisational objectives.

- **Strategic change leadership:** Spearheaded the planning, execution, and monitoring of strategic change initiatives within the finance projects team, overseeing an \$80m budget. Collaborated closely with senior leaders to align transformation efforts with organisational goals and objectives.
- **Demand coordination and benefits tracking:** Chaired weekly demand coordinators and benefits tracking meetings, ensuring effective communication and progress tracking in alignment with project objectives.
- **Change impact assessments:** Conducted comprehensive change impact assessments to identify potential risks, challenges, and opportunities associated with proposed changes. Developed mitigation strategies to minimise disruptions and optimise change adoption.
- **Stakeholder engagement:** Established strong relationships with key stakeholders, including executives, department heads, and front-line staff. Leveraged effective communication and negotiation skills to gain buy-in for change initiatives.

- **Training program design and delivery:** Designed and delivered training programs to equip teams with the necessary skills and knowledge to adapt to new processes and technologies. Monitored training effectiveness and implemented continuous improvements to enhance the learning experience.
- **Communication strategy development:** Created and executed clear and engaging communication plans to ensure all stakeholders were well-informed about the progress and impact of transformation projects. Tailored messages to various audience groups to enhance understanding and engagement.
- **Multidisciplinary collaboration:** Worked closely with multidisciplinary teams, including finance, IT, operations, and compliance, to facilitate alignment and streamline processes. Decommissioned manual project status reporting and put in place OPTICs platform solution providing cost and time-saving benefits. Facilitated training workshops. Promoted a culture of collaboration, innovation, and knowledge sharing.

TRADER ASSISTANT, Commodities Exotics Middle Office

2007 – 2012

In my role as Trader Assistant within the Commodities Exotics Middle Office, I actively contributed to the accuracy and integrity of risk management for diverse commodities, trading products ranging from oil, gas, power, metals, agriculture, coal, and emissions to index baskets. Positioned between the front and back office, I managed the complete trade lifecycle, ensuring accurate trade capture, processing events, closing daily trading books, and manually calculating intricate payoffs for precise deal expiration.

- **Risk management expertise:** Ensured the integrity and accuracy of risk by overseeing the end-to-end trade lifecycle for a diverse range of commodities with a keen attention to detail. Developed a profound understanding of derivative products, including complex options, swaps, indices, and securitised products.
- **Data Accuracy & Compliance:** Ensured the accuracy of financial data and compliance with industry regulations, contributing to the integrity of trading operations.
- **Analytical Skills:** Utilised quantitative analysis to support risk management and trading decisions.
- **Trade Lifecycle Management:** Oversaw multiple reconciliation tasks across the commodities desk, promptly resolving trade capture issues to ensure accuracy, compliance, and seamless transaction processing.
- **Monitoring metrics and compliance:** Produced monitoring metrics for senior management, providing insights into trade performance and compliance issues.
- **Deadline-oriented performance:** Thrived in a fast-paced, high-pressure environment, consistently meeting tight deadlines. Exhibited resilience and adaptability to evolving market conditions.
- **Problem-solving leadership:** Showcased strong problem-solving skills with a focus on issue ownership from root cause analysis to resolution and prevention. Collaborated with trading teams and led projects with technical support teams to identify and deliver process enhancements.
- **Mentorship and training:** Progressing from settlements in the back office to the middle office, I provided mentorship, training, and coaching on trade capture and lifecycle management processes. Fostered a culture of continuous learning and skill development.
- **Project management:** Managed key projects including Pyramid to Athena transition and Index Swap Migration to Kapital, ensuring accurate trade capture through comprehensive user acceptance testing (UAT) testing and collaboration with technology teams. Coordinated UAT testing for precise trade capture in commodity products during Interest Rate Swaps Reconciliation Migration to TLM Project. Documented standard operating procedures and conducted training workshops for smooth transition, showcasing meticulous project management skills.

ADDITIONAL EXPERIENCE

J.P. MORGAN CHASE BANK | Bournemouth, UK

2005 – 2007

Commodities Settlements Analyst

BARCLAYS BANK | Poole, UK

2002 – 2003

Pensions Fund Accounts Clerk