
LEADERSHIP: 18+ years progressively complex experience delivering programs to increase customer, employee and shareholder value

COMMUNICATION: Excellent analytical, communication and presentation skills – ability to motivate and influence large groups at all organization levels including entry-level employees, EVP-level executives, Board of Directors, regulators and executive governance committees; exemplary business acumen, marketing, design and business development skills

TECHNOLOGY, PROCESS & PROGRAM MANAGEMENT: Proven success implementing custom software, hardware and process changes via a variety of development and implementation methodologies; Six Sigma Greenbelt and Project Management Professional certified

PERSONAL SABBATICAL

MARCH 2016 – CURRENT

Focusing on supporting family, learning, travel, volunteer and life experiences; exploring investment opportunities

SENIOR VICE PRESIDENT, RISK MANAGEMENT PMO DIRECTOR

OCTOBER 2014 – FEBRUARY 2016

SANTANDER BANK | BOSTON, MASSACHUSETTS | RISK MANAGEMENT

Led the Risk Management program management office accountable for ensuring compliance with regulation including OCC Heightened Expectations and Federal Reserve Enhanced Prudential Standards; direct management of 5 FTE and 8 consultants

- Developed and deployed rigor and governance ensuring transparency and accountability across 15+ risk management areas to satisfy regulatory mandates; delivered comprehensive program to report on 12,000+ milestones for all levels of management including CEO and Board of Directors – drove continual process improvement and efficiency via new tools and partnerships
- Facilitated development of First Line of Defense action plans extending reach and end-to-end program oversight

SENIOR VICE PRESIDENT, SENIOR CHANGE DIRECTOR

MAY 2012 – OCTOBER 2014

TD BANK | CHARLOTTE, NORTH CAROLINA | CHANGE MANAGEMENT, RISK MANAGEMENT

Delivered Road to Strong (RTS) program strengthening the TD Bank control environment including reporting, governance, measurement and effective challenge; focus included process efficiency and effectiveness, technology controls, reporting, human factors and communication; direct management of 5-8 FTE

- Led program office accountable for governance of RTS across 19 corporate functions; designed effective oversight and control
- Developed and directed Elevate Risk Management program supporting remediation of audit and regulatory issues via enhanced reporting, governance and transparent communication; program included 8 risk management businesses and 100+ projects
- Designed and delivered a focused, effective program to increase employee satisfaction; employee satisfaction (“pulse”) lead for Change Management team (50+ employees) and liaison to Shared Services division (4,300+ employees)
- Served as Chief of Staff to Chief Risk Officer delivering financials, communications, project planning and ad-hoc deliverables
- Led Elevate Commercial Program; developed requirements for commercial lending platform and evaluated potential solutions

BANK OF AMERICA | CHARLOTTE, NORTH CAROLINA

JULY 2002 – MARCH 2012

SENIOR VICE PRESIDENT, LEARNING EXECUTIVE

GLOBAL LEARNING & HUMAN RESOURCES, LEGACY ASSET SERVICING (LAS) | MAY 2011 – MARCH 2012

Developed end-to-end learning solutions and organization capabilities aligned to business priorities via partnerships with distressed home loans, global HR, staffing and others; direct management of 35 FTE

- Delivered Single Point of Contact (SPOC) model for Home Loans: trained, up-skilled 7,000+ employees to comply with regulation
- Provided performance consulting to identify client learning needs and deliver tailored, effective learning solutions

SENIOR VICE PRESIDENT, CHANGE MANAGEMENT EXECUTIVE

CONSUMER & SMALL BUSINESS BANKING, QUALITY & CHANGE DELIVERY (CSBB Q&CD) | SEPTEMBER 2006 – MAY 2011

Led \$25MM-\$75MM initiative portfolios including Electronic Payments, Cash Business Systems, Transportation Services, LaSalle and Merrill Lynch transitions, Consumer Technology & Infrastructure and more; direct management of 30-45 FTE and 15+ consultants

- Successfully delivered numerous large initiatives on-time and on-budget; consistent “green” project execution metrics
- Ensured initiative success through end-to-end project management including technology, people and process components
- Accountable for end-to-end talent management including staffing, compensation and performance management
- Coached and mentored team; passion for employee development contributed to consistently high employee satisfaction metrics

BANK OF AMERICA (CONTINUED)

VICE PRESIDENT, BUSINESS SUPPORT MANAGER (CHIEF OF STAFF)

TREASURY & PAYMENTS SERVICES TECHNOLOGY (TPST) | SEPTEMBER 2005 – SEPTEMBER 2006

Provided Chief of Staff services for a Senior Technology Executive (1,500 FTE) ensuring efficient routines, metrics, financial management, risk analysis, communication, associate engagement and training; direct management of 20 FTE

- Drove financial planning and budget management, executive accountability, reporting and project cost recovery benchmarks
- Established internal brand management improving overall quality of documentation, presentations and recovery communication material
- Six Sigma Greenbelt Certified: implemented cross-training of subject matter experts to shorten software development lifecycle

VICE PRESIDENT, SR. SOLUTIONS ARCHITECT

TRANSACTION SERVICES TECHNOLOGY (TST), STRATEGIC PLANNING & ARCHITECTURE | MAY 2005 – SEPTEMBER 2005

Provided technical leadership and solutions for projects in early formation phases; aligned to cash services and ATM channels

- Co-designed TST architecture blueprints to include new deposit productivity and distributed capture systems
- Led redesign of organizational effectiveness and technology engagement models

VICE PRESIDENT, FLEET BANK INTEGRATION LEAD

TRANSACTION SERVICES TECHNOLOGY (TST), STRATEGIC PLANNING & ARCHITECTURE | JANUARY 2004 – MAY 2005

Accountable for technology service delivery of all Fleet Bank integration activities supporting Transaction Services Technology

- Responsible for overall project governance including resource capacity planning, key milestone tracking, issue resolution, dependency management, risk management, financial forecasting and senior executive communications
- Developed business cases and delivered projects resulting in annual cost avoidance of \$3.2MM

VICE PRESIDENT, SR. TECHNOLOGY PROJECT MANAGER

TRANSACTION SERVICES, IMAGE SERVICES | JULY 2002 – JANUARY 2004

Delivered initiatives supporting check image retrieval and delivery including product and process improvements

- Product manager for ImageView application with 34k+ users, authored product roadmap and prioritized software enhancements
- Led business process outsourcing (BPO) analysis; evaluated corporate processes for applicability and fit

MANAGER, BUSINESS SEGMENT PARTNER

MAY 2001 – JULY 2002

QWEST COMMUNICATIONS | DENVER, COLORADO | EBUSINESS & TRANSVERSAL SYSTEMS, STRATEGIC PROJECTS

Crafted an enterprise portal framework and strategy; led RFI and proof-of-concept evaluations for portal and content management vendors including final recommendation and selection

MANAGER, SENIOR PROJECT MANAGER

MARCH 2000 – MAY 2001

COMMERCE ONE | PLEASANTON, CALIFORNIA | AUCTION EVENT OPERATIONS, COMMERCE ONE NETWORK

Implemented Auction Services ASP solution at 50+ global corporate customers for \$300MM in goods and services; P&E accountability including licensing, contract management, revenue recognition, billable hours, time utilization and invoicing

PROJECT MANAGER

AUGUST 1999 – MARCH 2000

HILTON HOTELS | MEMPHIS, TENNESSEE | INTERACTIVE GUEST SYSTEMS

Crafted an in-room, high-speed Internet strategy and oversaw implementation at multiple hotel brands; evaluated vendors capable of offering holistic in-room experiences (RFP with 30+ potential partners); analyzed joint venture opportunities

BUSINESS APPLICATIONS ANALYST

JUNE 1998 – AUGUST 1999

FEDERAL EXPRESS (FEDEX) | MEMPHIS, TENNESSEE | CUSTOMER AUTOMATION, INTERNET APPLICATIONS

Program managed Internet applications from inception to launch including web-based FedEx Ship Manager (\$70MM+ revenue) and a \$25MM FedEx portal integration project with Netscape NetCenter

BACHELOR OF SCIENCE, BUSINESS ADMINISTRATION & MANAGEMENT INFORMATION SYSTEMS | UNIVERSITY OF ILLINOIS | URBANA, ILLINOIS, 1998

PROJECT MANAGEMENT PROFESSIONAL (PMP) CERTIFICATION | #44078 (IN GOOD STANDING) | PROJECT MANAGEMENT INSTITUTE (PMI), 2006

SIX SIGMA GREENBELT CERTIFICATION | BANK OF AMERICA, 2005