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## SUMMARY

Global Head of Operations

Cross-Geographical & Cultural Team Integration | Strategic Business Unit Development & Execution

Savvy Operations Leader with an indelible reputation for delivering inventive business strategies and client-focused solutions that improve margins. Recognized for transforming global operation systems profitably and productively.

Broad experience building profitable start-up divisions, growth business lines, deal transactions and streamlined operations. Mobilizes top-tier talent to create high performing cultures that consistently achieve in volatile markets.

- Strategic Business Planning and Execution
- Integrated Front, Middle and Back Office Operations
- Complex Change Management
- High Productivity with Collaborative Approachability
- Global Expertise in Europe, Asia and Africa
- Fiscal Accountability and P&L Management
- Mergers, Acquisitions and System Integration
- Cross-Cultural Talent Training and Development
- Large Client Relationship Management
- Risk Management and Performance Metrics

## PROFESSIONAL EXPERIENCE

Stanford Partners, Inc., New York, NY, November 2009 – Present  
Senior Vice President, Investment Management Services & Client Services Group

Financial leader with \$8.5B in revenue and 11,750 employees in offices across 37 countries, providing investment funds and global custody services.

Hand-selected by Stanford Partners (SP) to direct the strategic integration of the \$350M acquisition of Chatham Investment Management's (CIM) global operations and its 110-person staff. Reported to the Executive Vice President of Investment Management Services, directed four VPs supporting global client relations and managed a 33-member team.

Facilitated Acquisition Negotiations: Appointed to execute deliverables stemming from the SP/CIM negotiations and served as the intermediary during acquisition negotiations.

Oversaw the multi-year \$27M technology integration and conversion project to migrate trading operations to an industry-leading data service platform that accommodated the acquired CIM middle market function.

Managed 2012 P&L \$35M CIM revenue budget, a main client account for the firm.

Streamlined Client Services Processes: Developed client relationships, restructured client delivery processes and improved shared service operational controls, increasing profit margins by 2.9%.

Authorized contractual commitments to provide services or meet deliverables.

Successfully managed ongoing client service reviews and recorded key performance indicator data, in collaboration with other departments, ensuring client service expectations were fulfilled consistently.

Collaborated with operations teams to develop and implement recommendations for service improvement.

Improved Global Risk Programs: Established Key Risk Indicators to guide investment activity, resulting in a 24% decrease in loss reserves used and contributing to 86% of funds performing ahead of prior year.

Margin & Revenue Growth: Increased margins by 14% and revenues by 27% with pricing and cross-selling initiatives.

Chatham Investment Management, New York, NY, August 2006 - November 2009  
Managing Director, Head of North American Asset Management Operations 6/08 - 11/09

Fortune 100 investment bank, with \$9.6B in revenue and 60,000+ employees in 42 countries. Asset Management division eclipsed \$2B in sales.

Championed the global operations of the asset management division through a complex financial crisis.

Oversaw middle-office acquisition by Stanford Partners, directing a 175-member staff across five US locations, with a \$33M budget.

Expansive Asset & New Product Growth: Drove significant growth in products and services: 50% expansion of assets under management in Alternative Hedge Funds and Private Equity Funds; 30+ product launches in the traditional equity/fixed income space.

Fiscal & Regulatory Compliance: Upgraded policies and procedures across business divisions to be compliant with Chatham Investment's new corporate structure as a Federal Reserve regulated bank holding company.

Collaborated with front-office stakeholders to evaluate strategic options, which led to outsourcing most middle-office services to Stanford Partners.

Managed due diligence process. Prepared research, documented service scope and formulated SLAs on bids for local Brazilian, Saudi and Asian retail expansions.

Chatham Investment Management, New York, NY  
Executive Leader 8/06 - 6/08

Developed global business expansion plans, with managed assets peaking at \$650B, in conjunction with new senior leadership and incumbent management. Spearheaded the European and Asian operations and select North American functions. Directed 10 Executive Directors and 175 staff members in US, UK, Luxembourg, Japan and Singapore.

Crafted Executable Business Plan: Created and spearheaded overall business plan in collaboration with global partners on three continents, optimizing a \$172M operating budget.

Provided front-office operational and business support functions, resulting in strengthened relationships with internal and external clients that delivered consistent business initiative success.

Effectively evaluated new business costs, revenues, benefits and risk reduction strategies.

Efficient Labor & Resource Utilization: Increased global labor utilization efficiency by 31%, with improved front-office research, trade recordkeeping and high-visibility technology enhancements, including the implementation of the Virtual Seamless Trading and Corporate Actions System.

Developed Risk Identification Training: Improved risk identification, analysis and mitigation processes by designing an operational risk-training course for 72 brokers. Experienced a 81% reduction in regulatory infractions.

Chase Beacon Financial, Adelaide, Australia and Sydney, Australia, October 1998 – August 2006  
Senior Vice President, Chief Operations Officer 9/02 – 8/06

Leading financial services firm that caters to global institutional investors, with \$1.3B in global revenue and 260,000+ employees in 60 countries.

Promoted to direct three Asia Pacific and Global Product Executives, 12 managers and a 475-person staff. Charged with managing a \$50M operational budget.

Restructured Australasian Operations: Outsourced the middle-office function and integrated like-functions across product lines, reducing headcount by 24%.

Defined operational strategy and decisively rectified integration issues, allowing for integration to be completed seven months earlier than planned.

Drove Technology Expansion: Led technology teams onto a new \$28M platform and expanded program globally to offices in 60 countries.

Integrated Culture Differences Successfully: Motivated two legacy teams to bring parallel projects to completion with only a 2% staff turnover rate.

Improved Operational Excellence: Created and implemented score card metrics, improving labor utilization by 7%.

Chase Beacon Financial, Adelaide, Australia and Sydney, Australia  
Vice President, Securities Processing and Investor Services Product Executive 1/00 – 8/02

Held a pivotal role in organizational consolidation, utilizing previous business infrastructure and revenue expansion expertise. Reported to Global Product Company Executives. Directed 10 Senior Product Management VPs in NY and London and oversaw a 30-person staff globally.

New Product Creation & Execution: Spearheaded original Summit VIPER product with a \$196M operational budget, which generated \$500M in assets from \$0 in three months. Collaboratively designed and promoted this cutting-edge Investor Services product.

Positive Return-On-Investment: Generated 790% ROI on a \$27M custody systems project by modeling profitability, defining product offerings and coordinating positioning with the marketing group.

Supported global custody and integrated products' technical sales to produce a \$214M business unit.

Managed division involvement with product group initiatives.

Designed Innovative Cost Savings Model: Developed an innovative \$10M cost savings model that improved corporate events' efficiency on a \$120M operational budget.

Chase Beacon Financial, Adelaide, Australia and Sydney, Australia  
Senior VP / Chief Operations Officer, Asia-Pacific Service Delivery Executive 10/98 – 1/00

Recruited to Chase Beacon as a senior member of Chatham Investment Global Custody client team in Asia and as head of Chase Beacon's service delivery. Managed \$25M US regional expense budget and supervised 35+ staff in 9 countries. Constructed Significant Organizational Restructuring: Integrated the Chatham Investment staff and regionalized key functions following the CIM Global Custody sale. Rectified historic audit issues.

Designed and Instituted the Regional Operations Processing Model: Directed eight functions to be decentralized from the UK hub that serviced Europe and Asia.

Represented regional line of business to Chase Beacon Asia Technology and Operations Council.

Implemented new India site; resolved complex initiatives to accommodate franchise client conversions.

Established Service Delivery Risk Management Function: Led extensive Y2K preparation for 17 offices globally, which resulted in <1% downtime worldwide during the 1999/2000 date change.

## EDUCATION

Masters of International Management

Thunderbird School of Global Management, Glendale, AZ

High Honors Distinction. 3.81 GPA

Bachelors of Arts, Psychology

Dartmouth College, Hanover, NH

Magna cum Laude Honors, 3.60 GPA