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### **Summary:**

Seasoned leader with 20+ years of experience in financial services, specializing in risk management, compliance, project management, operational efficiency, and public sector. Proven track record of leading teams, implementing successful programs, and mitigating strategic risks across Anti-Money Laundering (AML), Know Your Customer (KYC), and other compliance areas. Recognized for streamlining processes, enhancing operational effectiveness, and driving innovation.

### **Professional Experience:**

#### **City & County of SF, SF Municipal Transportation Authority (SFMTA), SF, CA (05/2024 - Present)**

- Department Manager, Citations & Permits Processing Section
  - Manage 40-person team that handles parking citation payments, protests, residential and business permits for residents and visitors of San Francisco

#### **SLS Consulting Services, LLC., San Francisco, CA (03/2023 - Present)**

- CEO & Managing Member
  - Provide consulting services to support firms in risk management, compliance, operations, and technology
  - Currently serving as fractional risk and compliance leader/advisor for stealth start-up

#### **eBay, Inc., San Jose, CA (05/2021 - 03/2023)**

- Director, Global AML Payments Compliance
  - Led and governed eBay's AML/KYC/EDD/sanctions/transaction monitoring programs
  - Implemented seller periodic reviews based on AML risk ratings
  - Defined and implemented policies for enhanced verification of high-risk sellers
  - Partnered with teams to conduct risk assessments and improve due diligence processes resulting in a 33% reduction in processing times

#### **Wells Fargo, San Francisco, CA (09/2018 - 05/2021)**

- Senior Vice President, Head of KYC Onboarding (09/2018 - 05/2021)
  - Oversaw customer onboarding for Wholesale Banking, including due diligence and compliance checks
  - Managed a team of 550+ employees across the US and India
  - Centralized KYC onboarding for nine business lines, achieving efficiency gains
  - Contributed to resolving an OCC Consent Order related to the AML program
  - Received 2019 Pinnacle Award
- Interim leadership roles supporting consent order remediation efforts (03/2019 - 12/2020)

**Solar Mosaic, Oakland, CA (05/2017 - 09/2018)**

- Head of Operational Risk & Compliance (05/2017 - 09/2018)
  - Developed and implemented operational risk and compliance policies for loan applications and lifecycles
  - Established risk assessments, mitigation strategies, and reporting procedures
  - Led company-wide risk & compliance training for all staff, including executive team
  - Developed governance around Credit Risk Committee program and chaired Credit Risk Committee
  - Drafted & implemented various credit & risk policies, including consumer lending & underwriting, collections, and installer & contractor program management
  - Served as contributing and voting member of Compliance & Vendor Management Committees

**U.S. Bank, San Francisco, CA (09/2014 - 04/2017)**

- Vice President, Head of Payments AML Operations (09/2015 - 04/2017)
  - Managed high-risk customer management program for Payments Services
  - Designed, developed, implemented and oversaw Payment Services Customer Risk Management program, including buildout of due diligence teams in U.S., Poland and Mexico
  - Oversaw successful conversion of Payment Services' Business Lines from interim risk filtering to the bank-wide AML system implementation in Actimize for KYC and transaction monitoring

**MUFG Union Bank, San Francisco, CA (04/2010 - 09/2014)** Vice President, Sr. Project Manager (04/2012 - 09/2014)

- Led complex projects in the Compliance and FCRM divisions, including a new AML case management system that included enhancements to SAR filing to meet new FinCEN reporting requirements
- Implemented enhanced alerting and analytics engine for BSA/AML compliance

**Education:**

University of San Francisco - B.S., Applied Economics

**Certifications & Affiliations:**

- Certified Anti-Money Laundering Specialist (CAMS)
- Project Management Professional (PMP)