



# Michael ANDERSON

## BANKING OPERATIONS LEAD

Innovative Neo Bank Operations Specialist dedicated to optimizing banking operations through technology and strategic planning. Expertise encompasses process optimization, risk assessment, and compliance management within the rapidly evolving fintech landscape. A strong advocate for customer-centric approaches, ensuring that operational strategies align with client needs and expectations. Proven ability to lead diverse teams and manage projects that enhance service delivery.

### CONTACT

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### SKILLS

- Process Optimization
- Risk Management
- Customer Engagement
- Team Leadership
- Data Analytics
- Compliance Management

### LANGUAGES

- English
- Spanish
- French

### EDUCATION

**BACHELOR OF ARTS IN ECONOMICS,  
UNIVERSITY OF MICHIGAN, 2014**

### ACHIEVEMENTS

- Recognized for successfully leading a project that improved operational workflows by 50%.
- Received an award for outstanding contributions to customer satisfaction initiatives.
- Achieved a 98% compliance rate in internal audits.

### WORK EXPERIENCE

#### BANKING OPERATIONS LEAD

Tech Forward Bank

2020 - 2025

- Led the operations team, achieving a 35% increase in efficiency through process reengineering.
- Implemented risk management frameworks that minimized operational risks.
- Coordinated with IT to enhance banking applications, resulting in improved user experiences.
- Developed analytics dashboards that provided insights into operational performance.
- Conducted training workshops that improved staff competencies and service delivery.
- Engaged with customers to gather feedback, driving enhancements in service offerings.

#### OPERATIONS SUPERVISOR

Digital First Bank

2015 - 2020

- Supervised daily banking operations, leading to a 20% reduction in service issues.
- Implemented new compliance protocols that enhanced regulatory adherence.
- Analyzed customer feedback to inform operational improvements.
- Collaborated with marketing teams to develop customer engagement initiatives.
- Monitored team performance metrics, driving accountability and results.
- Prepared reports for executive teams on operational efficiencies.