



OPEX WEEK:
BUSINESS TRANSFORMATION
WORLD SUMMIT 2025

27 - 29 JANUARY, 2025 | HYATT REGENCY MIAMI

SNAPSHOT OF ATTENDEES



WWW.PROCESSEXCELLENCENETWORK.COM/EVENTS-OPEXWEEK/OPPORTUNITIES

ATTENDEE BREAKDOWN

GEOGRAPHY



North America	83.5%
Europe	15%
LatAm	1.5%

ORGANIZATIONS WITH 3+ ATTENDEES INCLUDE

abbvie

usbank

Northwestern
Mutual®

Jg Johnston
group

FLINTCO

TD Bank

TIAA

yearup

DMV
Virginia Department of Motor Vehicles

amcor

THE
BANK
OF MISSOURI

Limak

NORTHERN
TRUST

OneMain
Financial.

SIEMENS Gamesa
RENEWABLE ENERGY

CONFIRMED SPEAKERS INCLUDE

Banking, Financial Services & Insurance

- Rush Fozo, Senior Vice President, Investment Operations Outsourcing, Northern Trust
- Samantha Bureau-Johnson, Senior Vice President Enterprise Change Management Executive and Customer Experience, First Citizens Bank
- Brenton Harder, Head of Enterprise Automation, Fiserv
- Biswajit Dasgupta, SVP, Head of Operational Excellence and Integration, TD Bank
- Beth Johnson, Director, Head of Credit Card Operations for Consumer Finance, Goldman Sachs
- Ashu Malviya, Vice President, Transformation & Automation Group (TAG), Global Commercial Services, American Express
- Ken Farer, Head of Practice Management, Continuous Improvement, New York Life Insurance Company
- Edward Zhang, VP Strategy & Transformation, Synchrony
- Tavis Addison, Director, Business Process Optimization, Volkswagen Financial Services
- Stephen Donne, Head of Transformation Delivery, Nottingham Building Society
- Michael Dove, Vice President Enterprise Operational Excellence, Velera
- Anish Sharan, Head of Digital Transformation, Pritzker Private Capital
- Mallory Vaughn, Director, LMI Business Transformation, Liberty Mutual Investments
- Anurag Gupta, Vice President, Technology and Innovations, Blackstone
- Becky McDonough, Vice President Business Transformation, Mastercard
- David Pflug, Managing Director, Enterprise Strategic Planning, TIAA
- Natalie Green, Senior Director, Transformation Communications and Change Management, Brink's
- Samuel Best, VP, Voice of the Customer, Customer Experience, GM Financial
- David Robertson, Director Enterprise Architecture, Exeter Finance
- Sandeep Chennikara, Senior Director, Transformation Strategy & Automation, Discover FS
- Vic Alexanian, Director, Business Improvement, CME Group
- Christos Ekonomidis, Senior Director, Enterprise Transformation Office, BNY
- Vanessa Heichert, Vice President, Business Optimization & Enablement, The Wawanesa Mutual Insurance Company
- Tim Yang, Director, AI/ML Transformation, Unum
- Abhinav Suri, Global Head of Enterprise Productivity Management, Manulife
- John Almasan, Senior Managing Director, Head of AI & Emerging Tech, TIAA
- Rehan Kausar, Enterprise Transformation, Bank of America
- Marvin Raymundo, Senior Director, Head of Corporate Strategy and Enterprise Project Management, Hyundai Capital America
- Preetha Sekharan, VP, Digital Incubator, Applied AI & Transformation, Unum
- Pradeep Kumar Malli, Intelligent Automation/Business Value Director, Cigna Healthcare
- Christina Ehrlich, Senior Director, People and Culture Transformation, CSAA Insurance Group
- Susan Marricone, Director, Business Transformation, The Depository Trust & Clearing Corporation
- Sushma Niwalkar, Senior Director – AI/Gen AI Strategy, Northwestern Mutual

CONFIRMED SPEAKERS INCLUDE

Healthcare & Life Science

- Patrick Lenihan, Associate Vice President, Business Transformation Office, Eli Lilly
- Derek Robinson, Vice President, Business Transformation, Duke University Health System
- Paul Suett, Director, Operational Excellence, Supply Chain, Northwestern Memorial Healthcare
- Ryan Mayer, Head of Healthineer Performance System – Americas, Siemens Healthineers
- Iván Céspedes, Continuous Improvement Expert, Roche
- Tami Beheler, Senior Director, E2E Process Effectiveness VEO, Eli Lilly
- Damon Werner, Senior Vice President, Operational Excellence, SCP Health
- Rachel Cotter Davis, Senior Director, Change Enablement & Organizational Effectiveness, Optum
- Conrad Banks, Senior Director, Strategy & Operations, Bristol Myers Squibb
- Arnaud Rager, Vice President, Business Planning and Transformation, Bio-Rad Laboratories
- Kathleen Kraft, Senior Director, Global Organizational Change Management, Stericycle Inc.
- Tisha Boyd, Senior Director of Learning and Development, Envestnet
- Morgan Stuart, Data Scientist, United Network For Organ Sharing (UNOS)
- Steven Hall, Vice President, Strategic Excellence, United Network for Organ Sharing (UNOS)

Manufacturing, Packaging & Supply Chain

- Jose Varela, Senior Vice President, Global Service Centers, 3M
- Linda Elkins, Head of Value Realization and Financial Management, Enterprise Transformation, W. L. Gore & Associates
- Shane Creech, Vice President of Information Technology, OB Hospitalist Group
- Kayihan Caglar, Group CoE Director, Limak Cement Company
- Tony Fatouros, Director, IT - OCM and Change Enablement, Mattel
- Liviu Sotire, CEO, LIDAS
- Michael McCullough, Citizen Development Business Architect, Amtrak
- Gilles Dussart, Vice President Operational Excellence, AptarGroup

CONFIRMED SPEAKERS INCLUDE

Energy, Utilities & Public Sector

- Dr Charles Brandon, Director, Process Improvement Program Office at HQDA, US Army
- Andrea Giannotta, Vice President Continuous Improvement, RWE Clean Energy
- Jacques McGregor, Vice President, Digital Transformation, Marathon Petroleum Corporation
- Margarita Panzer, Director, Enterprise Change Readiness, Marathon Petroleum Corporation
- Stephan Blasilli, Director, LEAN, Business Process Excellence, Sustainability & Innovation, EDP Renewables
- Victoria Săplăcan, VP, Head of E.ON Business Excellence, E.ON
- Gerald Lackey, Commissioner, Virginia Department of Motor Vehicles
- Rémi Raphael, PhD, Vice President Digital Transformation, Origis Energy
- Margarita Panzer, Senior Director, Digital Transformation - Change Readiness, Marathon Petroleum

Retail, CPG, Travel & Hospitality

- Carolyn Lum, Vice President, Operational Excellence, Philip Morris International
- Ruben Del Toro, Director, Kaizen Promotion Office, Signature Aviation
- Amol Dharmadhikari, Vice President Operational Excellence, Expedia Group
- Patrick Gong, Senior Director of Digital Finance Transformation, Campbell Soup Company
- Teginder Singh, VP Regulatory Affairs & Digital External Engagement, Kenvue
- Gavin Hupp, Vice President, IT, United Parks & Resorts
- Tom Kelshaw, Executive Director, Automation, WPP
- Yannick Mbandi, Vice President Transformation, L'Oréal
- Prakash Kewalramani, Senior Director, Data Governance, World Wrestling Entertainment (WWE)
- Rajendra Deshpande, Head of Process Improvement, BSH Home Appliances
- Peter Lynch, Chief People Officer, Cardinal Group Companies
- Mohamed Gaballa, Senior Manager, Global On-Time Performance Solutions, Air Canada
- Carolyn Crosby, Senior Director, Change Management, McDonald's
- Jeremy L. Strickland, Global Head of Strategy, Analytics, and Operations, Amazon
- Steven Livingston, Former Director, Global Fashion Strategy & Operations, eBay
- Jon Nichols, Associate Director - Business Planning Center of Excellence, The Clorox Company

Technology, Telco, Media & B2B Services

- Dave O'Toole, Director, Strategic Program Operations, WWT
- Akshaya Murthy, Director AI Transformation, Zendesk
- Aaron Blake, Director, Business Operations, Applied Research Solutions
- Frank Fiorille, Vice President of Risk Management, Compliance, Data Analytics, Paychex

CONFIRMED SPEAKERS INCLUDE

C-Suite Speakers at the Chief Transformation Officers Summit

- David Glick, Senior Vice President, Enterprise Business Services, Walmart
- Kristin Johnson, Chief Transformation Officer, Edward Jones
- Christopher Paquette, Former Chief Digital Transformation Officer, Allstate
- Shawn Draper, Chief Transformation Officer, USIC
- Crystal Broj, Enterprise Chief Digital Transformation Officer, Medical University of South Carolina
- Renaud Fournier, Chief Transformation Officer, MIT
- LaMar Bunts, Chief Transformation Officer, Dartmouth College
- Mark Llorente, Chief Administrative Officer (CAO) & Head of MSO Operations, CareMax
- Kshitij Kumar, Chief Data Officer, Haleon
- Adeel Fudda, Vice President, Corporate CIO, Mars



COMPANIES REPRESENTED INCLUDE

- ABBVIE
- ACTIVEFENCE LTD.
- AIR CANADA
- ALLSTATE
- ALVOTECH
- AMAZON
- AMCOR
- AMERICAN EXPRESS
- AMTRAK
- APPLIED RESEARCH SOLUTIONS
- APTAR
- ARGONNE NATIONAL LABORATORY
- ASTRAZENECA
- BAE SYSTEMS
- BANK OF AMERICA
- BERKLEY TECHNOLOGY SERVICES
- BIO-RAD LABORATORIES
- BLACKSTONE
- BNY MELLON
- BRINK'S INC.
- BRISTOL-MYERS SQUIBB
- BSH HAUSGERÄTE
- CALDIC
- CAMPBELL SOUP COMPANY
- CARDINAL GROUP MANAGEMENT
- CAREMAX INC.
- CHEP
- CHEROKEE NATION BUSINESSES
- CIGNA HEALTHCARE
- CME GROUP
- COCA-COLA COMPANY
- CSAA INSURANCE GROUP
- CUMBERLAND BUILDING SOCIETY
- DARTMOUTH COLLEGE LIBRARY
- DISCOVER FINANCIAL SERVICES
- DREAMS FULFILLED CORPORATION
- DUKE HEALTH
- EBAY
- EDP
- EDWARD JONES
- ELI LILLY
- ENVESTNET, INC
- EXETER FINANCE CORP
- EXPEDIA GROUP
- F5 NETWORKS
- FIRST CITIZENS BANK
- FLINTCO
- GENERAL MOTORS
- GENERATIVE LOCAL COMMUNITY INSTITUTE

COMPANIES REPRESENTED INCLUDE

- GLOBAL PMO PARTNERS
- GM FINANCIAL
- GOLDMAN SACHS
- GUARDIAN INSURANCE
- HALEON
- HEWLETT PACKARD ENTERPRISE
- HYUNDAI CAPITAL AMERICA
- JOHNSTON GROUP
- JOHNSTON GROUP INC.
- JPMORGAN CHASE
- KENVUE
- KEYBANK
- KOCH
- LIBERTY MUTUAL INSURANCE
- LIBERTY MUTUAL INVESTMENTS
- LIDAS
- LIMAK CEMENT
- LINCOLN FINANCIAL GROUP
- L'ORÉAL
- MANULIFE FINANCIAL CORPORATION
- MARATHON PETROLEUM
- MARS
- MASTERCARD
- MATTEL, INC
- MCDONALD'S
- MEDICAL UNIVERSITY OF SOUTH CAROLINA
- MERCK & CO
- MISFITS MARKET
- MIT
- MODERNA THERAPEUTICS
- MOXY CONSULTING SERVICES INC
- NAPA AUTO PARTS
- NEW YORK LIFE
- NORTHERN TRUST CORPORATION
- NORTHWEST SAVINGS BANK
- NORTHWESTERN MEMORIAL HEALTHCARE
- NORTHWESTERN MUTUAL
- NOTTINGHAM BUILDING SOCIETY
- OB HOSPITALIST GROUP
- ONE MAIN FINANCIAL
- OPTUM
- ORIGIS ENERGY
- PAYCHEX
- PHILIP MORRIS INTERNATIONAL
- PRITZKER PRIVATE CAPITAL
- PSCU
- RADIX - GLOBAL
- REEF CONSULTING LLC
- REGENERON PHARMACEUTICALS
- ROCHE

COMPANIES REPRESENTED INCLUDE

- RWE
- SCP HEALTH
- SEAWORLD
- SEPHORA
- SIEMENS GAMESA
- SIEMENS GAMESA RENEWABLE ENERGY
- SIEMENS HEALTHINEERS
- SIERRA NEVADA CORP
- SMARTTESTENERGY LIMITED
- SPECIFIC-GROUP
- SPECTRUM BRANDS
- STERICYCLE INC
- SYNCHRONY
- TD BANK
- TEVA PHARMACEUTICAL INDUSTRY
- TEXAS MUTUAL
- THE BANK OF MISSOURI
- THE CLOROX COMPANY
- THE DEPOSITORY TRUST & CLEARING CORPORATION
- TIAA
- U.S. ARMY
- U.S. BANK
- UMA EDUCATION, INC.
- UNUM
- US BANK
- USIC
- VIRGINIA DMV
- VW CREDIT
- W. L. GORE & ASSOCIATES
- WAKE FOREST UNIVERSITY
- WALMART
- WAWANESA INSURANCE
- WELLS FARGO
- WORKSAFE NB
- WORLD VISION CANADA
- WPP
- WWE
- WWT
- YEAR UP
- ZENDESK

JOB TITLES

- ASSOCIATE DIRECTOR - BUSINESS PLANNING CENTER OF EXCELLENCE
- AVP, BUSINESS STRATEGY AND TRANSFORMATION
- AVP, OPERATIONS
- BLACK BELT CI LEADER
- BLACK BELT CI LEADER
- BUSINESS PROCESS OPTIMIZATION DIRECTOR
- BUSINESS TRANSFORMATION AND INTERNAL AUDIT DIRECTOR
- BUSINESS TRANSFORMATION LEADER
- BUSINESS TRANSFORMATION PROJECT MANAGER
- BUSINESS TRANSFORMATION, AGILITY AND CHANGE LEADERSHIP DIRECTOR
- CEO
- CEO
- CHAIRMAN, PRESIDENT, & CEO
- CHANGE AND PROCESS IMPROVEMENT CONSULTANT
- CHANGE LEAD
- CHIEF ADMINISTRATIVE OFFICER (CAO) & HEAD OF MSO OPERATIONS
- CHIEF DATA OFFICER
- CHIEF DIGITAL OFFICER (CDO)
- CHIEF HUMAN RESOURCE OFFICER (CHRO)
- CHIEF INFORMATION OFFICER OF CORPORATE & VP
- CHIEF OFFICER FOR BUSINESS AND DIGITAL TRANSFORMATION
- CHIEF OPERATING OFFICER
- CHIEF PEOPLE OFFICER
- CHIEF TRANSFORMATION OFFICER
- CHIEF TRANSFORMATION OFFICER
- CHIEF TRANSFORMATION OFFICER
- CHIEF TRANSFORMATION OFFICER
- CHIEF TRANSFORMATION OFFICER
- CITIZEN DEVELOPMENT BUSINESS ARCHITECT
- COMMISSIONER
- CONTINUOUS IMPROVEMENT DIRECTOR
- CONTINUOUS IMPROVEMENT EXPERT
- CONTINUOUS IMPROVEMENT MANAGER
- COO & OWNER
- CORP VP OPERATIONAL EXCELLENCE
- CORP VP OPERATIONAL EXCELLENCE
- CORP VP QUALITY & HSE MANAGEMENT
- CORP VP QUALITY & HSE MANAGEMENT
- CORP VP QUALITY MANAGEMENT
- CORPORATE DIRECTOR BUSINESS IMPROVEMENT
- CORPORATE DIRECTOR BUSINESS IMPROVEMENT
- CORPORATE VICE PRESIDENT
- DATA GOVERNANCE & ENABLEMENT MANAGER
- DATA SCIENTIST AT UNITED NETWORK FOR ORGAN SHARING (UNOS)
- DEPUTY CEO
- DEPUTY VICE PRESIDENT OF OPERATIONS
- DIGITAL TECHNOLOGY AND OPERATIONS MANAGER
- DIRECTOR
- DIRECTOR
- DIRECTOR ANALYTICS & ADVISORY SERVICES
- DIRECTOR ENTERPRISE ARCHITECTURE

JOB TITLES

- DIRECTOR HSE MANAGEMENT
- DIRECTOR HSE MANAGEMENT
- DIRECTOR OF GLOBAL TRANSFORMATION OFFICE
- DIRECTOR OPERATIONAL STRATEGY
- DIRECTOR PRODUCT OPERATIONS
- DIRECTOR PROJECT MANAGEMENT
- DIRECTOR QM&HSE OPERATIONS BLADES
- DIRECTOR QM&HSE OPERATIONS BLADES
- DIRECTOR, AI/ML TRANSFORMATION
- DIRECTOR, ARMY BPI PROGRAM OFFICE
- DIRECTOR, BUSINESS TRANSFORMATION
- DIRECTOR, BUSINESS TRANSFORMATION
- DIRECTOR, BUSINESS TRANSFORMATION
- DIRECTOR, CHIEF OF STAFF
- DIRECTOR, IT - OCM AND CHANGE ENABLEMENT
- DIRECTOR, LMI BUSINESS TRANSFORMATION
- DIRECTOR, STRATEGY & INSIGHTS
- DIRECTOR, TRANSFORMATION
- EA
- ENTERPRISE CHIEF DIGITAL TRANSFORMATION OFFICER
- ENTERPRISE TRANSFORMATION
- EXECUTIVE DIRECTOR, AUTOMATION
- EXECUTIVE DIRECTOR, OPERATIONAL EXCELLENCE
- FORMER CHIEF TRANSFORMATION OFFICER
- FORMER DIRECTOR, GLOBAL FASHION STRATEGY & OPERATIONS
- FORMER VICE PRESIDENT, GLOBAL FINANCE INTEGRATION AND CAPABILITIES
- FOUNDER & MANAGING PARTNER
- GBS STRATEGY DIRECTOR
- GLOBAL HEAD ENTERPRISE PRODUCTIVITY
- GLOBAL HEAD OF STRATEGY, ANALYTICS, AND OPERATIONS
- GROUP VICE PRESIDENT, OPERATIONAL EXCELLENCE
- HEAD OF BPE
- HEAD OF BUSINESS PROCESS EXCELLENCE & AUTOMATION
- HEAD OF DIGITAL TRANSFORMATION
- HEAD OF ENTERPRISE CHANGE MANAGEMENT AND EMPLOYEE COMMUNICAITONS
- HEAD OF GLOBAL BUSINESS OPERATIONS
- HEAD OF GORE INNOVATION CENTER AND NEW BUSINESS DEVELOPMENT
- HEAD OF HEALTHINEER PERFORMANCE SYSTEM - AMERICAS
- HEAD OF PROCESS EXCELLENCE AND CONTINUOUS IMPROVEMENT
- HEAD OF TRANSFORMATION & AUTOMATION GROUP - GLOBAL COMMERCIAL BUSINESS (B2B)
- HEAD OF TRANSFORMATION DELIVERY
- INITIATIVE OFFICE HEAD AND GLOBAL BUSINESS OPERATIONS CHIEF OF STAFF
- INJECTION MOLDING MAINTENANCE MANAGER
- LEAD DIRECTOR, STRATEGY & OPERATIONS I
- LEADER OF CONTINUOUS IMPROVEMENT TEAM
- LEAN MANAGER
- LEAN R&D LAB OPERATIONS CONSULTANT

JOB TITLES

- MANAGER, PROCESS IMPROVEMENT
- MANAGING DIRECTOR & VICE PRESIDENT, ENTERPRISE TRANSFORMATION
- MANAGING DIRECTOR, ENTERPRISE INTEGRATION
- NEXT GEN TRANSFORMATION LEADER
- OFFICE OF BUSINESS EFFECTIVENESS
- OPERATIONAL EXCELLENCE
- OPERATIONAL EXCELLENCE
- PRESIDENT
- PRESIDENT
- PRESIDENT
- PRINCIPLE
- PROCESS AND BUDGET DIRECTOR
- PROCESS IMPROVEMENT FACILITATOR
- PROCESS MANAGER
- QMPS DATA INTEGRATION & ANALYTICS HEAD
- QMPS DATA INTEGRATION & ANALYTICS HEAD
- SENIOR BUSINESS PROCESS ENGINEER
- SENIOR CHANGE MANAGEMENT DIRECTOR
- SENIOR CONSULTANT – OPERATIONAL EXCELLENCE
- SENIOR CONSULTANT – OPERATIONAL EXCELLENCE
- SENIOR DIRECTOR OF DIGITAL TRANSFORMATION
- SENIOR DIRECTOR OF GLOBAL ORGANIZATIONAL CHANGE MANAGEMENT
- SENIOR DIRECTOR OF LEARNING AND DEVELOPMENT
- SENIOR DIRECTOR OF OPERATIONAL EXCELLENCE
- SENIOR DIRECTOR OF SUPPLY CHAIN OPTIMIZATION
- SENIOR DIRECTOR OF TRANSFORMATION STRATEGY AND AUTOMATION
- SENIOR DIRECTOR, CHANGE ENABLEMENT & ORGANIZATIONAL EFFECTIVENESS,
- SENIOR DIRECTOR, DATA GOVERNANCE
- SENIOR DIRECTOR, DIGITAL CUSTOMER SOLUTIONS
- SENIOR DIRECTOR, ENTERPRISE OPERATIONS AND TRANSFORMATION
- SENIOR DIRECTOR, STRATEGY TRANSFORMATION VALUE, EVIDENCE & OUTCOMES
- SENIOR DIRECTOR, CHANGE MANAGEMENT
- SENIOR EXPERT OPERATIONAL EXCELLENCE
- SENIOR EXPERT OPERATIONAL EXCELLENCE
- SENIOR EXPERT QM&HSE ANALYTICS & REPORTING
- SENIOR EXPERT QM&HSE ANALYTICS & REPORTING
- SENIOR MANAGING DIRECTOR HEAD OF EMERGING TECH AND AI
- SENIOR VICE PRESIDENT, INVESTMENT OPERATIONS OUTSOURCING
- SENIOR VP, OPERATIONAL EXCELLENCE
- SPECIALIST – OPERATIONAL EXCELLENCE
- SR DIRECTOR, DIGITAL FINANCE TRANSFORMATION, SAP & ERP, M&A
- SR MGR OPERATIONAL EXCELLENCE AND PROCESS ANALYSIS
- SR. DIRECTOR, BUSINESS TRANSFORMATION DESIGN
- SR. LEAN MANAGER
- SR. MGR GLOBAL OTP SOLUTIONS
- SR. PROGRAM MANGER
- STRATEGIC VENDOR MANAGEMENT VICE PRESIDENT, BUSINESS TRANSFORMATION

JOB TITLES

- SVP DIGITAL EXPERIENCE MANAGER
- SVP ENTERPRISE CHANGE MANAGEMENT EXECUTIVE AND CUSTOMER EXPERIENCE
- SVP, ENTERPRISE BUSINESS SERVICES
- SVP, ENTERPRISE SOLUTIONS DIRECTOR
- SVP, ENTERPRISE SOLUTIONS DIRECTOR
- SVP, ENTERPRISE SOLUTIONS DIRECTOR
- SVP, HEAD OF OPERATIONAL EXCELLENCE & INTEGRATION
- SVP, OPERATIONS AND TRANSFORMATION MANAGEMENT
- SYSTEM PERFORMANCE DIRECTOR, SUPPLY CHAIN
- TECHNICAL RESPONSE LEAD
- TRANSFORMATION LEAD
- TRANSFORMATION LEADER
- VICE PRESIDENT
- VICE PRESIDENT - AUTOMATION ENABLEMENT
- VICE PRESIDENT - TRANSFORMATION & HEAD OF CHANGE MANAGEMENT, NA
- VICE PRESIDENT ENTERPRISE OPERATIONAL EXCELLENCE
- VICE PRESIDENT INFORMATION TECHNOLOGY
- VICE PRESIDENT OF BUSINESS PLANNING AND TRANSFORMATION
- VICE PRESIDENT OF BUSINESS TRANSFORMATION
- VICE PRESIDENT OF DIGITAL TECHNOLOGY
- VICE PRESIDENT OF OPERATIONS
- VICE PRESIDENT OF OPERATIONS EXCELLENCE
- VICE PRESIDENT OF RISK MANAGEMENT, COMPLIANCE, DATA ANALYTICS
- VICE PRESIDENT OF STRATEGY AND TRANSFORMATION
- VICE PRESIDENT OF STRATEGY AND TRANSFORMATION
- VICE PRESIDENT, BUSINESS TRANSFORMATION
- VICE PRESIDENT, CONTINUOUS IMPROVEMENT
- VICE PRESIDENT, DATA SCIENCE
- VICE PRESIDENT, DIGITAL CONSUMER FINANCE
- OPERATIONS HEAD OF OPERATIONAL EXCELLENCE
- VICE PRESIDENT, INFORMATION TECHNOLOGY
- VICE PRESIDENT, OPERATIONAL EXCELLENCE
- VICE PRESIDENT, OPERATIONAL EXCELLENCE
- VICE PRESIDENT, OPERATIONS & TRANSFORMATION
- VICE PRESIDENT, OPERATIONS STRATEGY AND TRANSFORMATION
- VICE PRESIDENT, PRODUCT RISK STRATEGY AND TRANSFORMATION
- VICE PRESIDENT, STRATEGIC EXCELLENCE
- VICE PRESIDENT, STRATEGY & OPERATIONS
- VICE PRESIDENT, TRANSFORMATION
- VICE PRESIDENT, VOICE OF THE CUSTOMER
- VP FINANCIAL SYSTEMS, TRANSFORMATION, CORPORATE FINANCE REPORTING AND OPERATIONS
- VP OPERATIONAL EXCELLENCE
- VP OPERATIONS
- VP REGULATORY AFFAIRS & DIGITAL EXTERNAL ENGAGEMENT
- VP TRANSFORMATION
- VP, DIGITAL INCUBATOR, APPLIED AI & TRANSFORMATION
- VP, INFORMATION TECHNOLOGY
- VP, CALL OPERATIONS
- VP, DIRECTOR ENTERPRISE TRANSFORMATION