

Objective

Results-driven professional with 6+ years of experience in risk management, compliance, customer success, and financial services. Proven expertise in optimizing processes, driving operational efficiency, and managing client relationships. Adept at identifying risks, resolving disputes, and delivering exceptional customer support in fast-paced environments. Tech-savvy with a strong understanding of cryptocurrency and blockchain technology. Seeking opportunities to leverage my skills in dynamic industries while contributing to organizational growth.

PROFESSIONAL EXPERIENCE

NextGear Capital, Mississauga, Ontario.

Lead Risk Specialist (2010 – 2024)

- Managed customer risk profiles, ensuring compliance with policies and regulatory requirements.
- Resolved high-stakes disputes by analyzing financial agreements and conducting thorough risk assessments.
- Collaborated with cross-functional teams to improve workflows, reducing issue resolution time by 20%.
- Delivered detailed reports on risk mitigation strategies to senior management, enabling data-driven decision-making.

Funding & Customer Support Specialist (2017 – 2020)

- Oversaw contract funding processes, collaborating with account executives and dealer clients.
- Ensured compliance with internal, provincial, and federal regulations in funding documentation.
- Maintained transparent communication channels with stakeholders to achieve seamless contract execution.
- Developed tracking mechanisms for contract verification, improving accuracy by 15%.

Service Ontario, Mississauga, Ontario.

Licensing & Customer Service Agent (2015 – 2017)

- Delivered exceptional customer service by managing licensing applications and vehicle registration.

Skills

- Customer Success
- Communication
- Project Management
- Problem Solving
- Collaboration
- Salesforce CRM