

# ERIC MICHAELS

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## ADVISORY SERVICES SENIOR MANAGER ■ FINANCIAL CAPITAL MARKETS AGILE LEADER ■ STRATEGIC THINKER ■ PROBLEM SOLVER

*Leadership is the art of getting someone else to do something you want done because he wants to do it — Dwight Eisenhower*

Smart, dedicated, insightful leader consistently surpassing expectations in increasingly demanding roles over a 10-year financial services career. Innovative, resourceful, combining technical proficiency and deep knowledge of financial capital markets with the ability to hire, train, and guide staff to achieve excellence in their own right. Steadfast, diligent, adept at fostering collaborative relationships with colleagues and internal stakeholders. Talented, committed, caring professional identified as a high-achiever by senior leadership.

- Increased efficiency, using Visual Basic (VBA) to automate reporting tasks. Reporting metrics time was reduced from 75% to 20% of the daily duties freeing staff for other activities.
- Recognized by senior management for recruiting, training, and developing talent into strong performers with outstanding employee reviews.
- One of 10 managers out of 200+ chosen by senior management to participate in prominent cross-divisional leadership program for noteworthy employees.

### VALUE OFFERED

- |                                  |                          |                          |
|----------------------------------|--------------------------|--------------------------|
| ▪ Product Analysis               | ▪ Data Analysis          | ▪ Data Management        |
| ▪ Vendor Management              | ▪ Process Management     | ▪ Relationship Building  |
| ▪ Staff Development              | ▪ Team Leadership        | ▪ Audit Management       |
| ▪ Cross-Cultural Communications  | ▪ Stakeholder Management | ▪ Due Diligence          |
| ▪ Continuous Process Improvement | ▪ Process Automation     | ▪ Stakeholder Engagement |

### FINANCIAL SERVICES EXPERIENCE

ABC Securities, LLC, New York, NY

2009—Present

**Lifecycle Service Delivery Manager, Integrated Middle Office, Director**

(1/13—Present)

*Company: Headquartered in New York City, ABC Securities, Inc. is a subsidiary of XYZ the United Kingdom's largest bank with offices in xx countries. A publicly-traded, industry leader, ABC provides financial advice and solutions to private, institutional, and corporate clients worldwide. Report to: VP, Securities*

Promoted to Director. Oversee the daily operations of 3 teams: 2 staff, New York; 20 staff, offshore. Stepped in during challenging employee turnover. Developed a 90-day plan to: address underlying issues; replace personnel; and revise training materials. Flying to Europe to engage the team and evaluate the situation.

Employ deep knowledge of financial capital markets to lead group tasked to detect and address problematic market activities. Mitigate operational risk and ensure client contractual obligations are met. Review and approve equities business' monthly cash usage on balance sheet to ensure regulatory compliance; verify findings with senior leadership

#### Selected Contributions:

- Revamped training materials. Overhauled operations manual adding context and detailed directions; and implemented a risk-based escalation matrix for aged items.

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