

COO@SoftBank Group

## Summary

I am an Operations Executive with over 20 years of experience. I help banks and financial companies in building efficient operations, processes and teams. Currently, as Group COO and member of founding team, I support Asia Finance Group with my skills in Operations, Debt Collections, IT and Project Management.

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## Experience

### SoftBank Group

#### COO

March 2018 - Present (6 years 6 months)

Kiev, Mumbai, Warsaw, Ho Chi Minh

Online Consumer Finance, Debt Collection, Non-Performing Consumer Loan Purchasing, Financial Services, Fintech

### Credit Agricole Ukraine

#### Deputy CEO, Chief Operating Officer

February 2012 - December 2016 (4 years 11 months)

Board member responsible for centralized IT and Operations. Direct accountability for IT, Card Processing Center, Contact Center and Telemarketing, Back Office/Banking Operations, Credit Underwriting, Project Management Office, Cash Desk and Cash Management.

2016 Completed full migration of retail clients and products into unified IT platform.

2016 Launch of E-PIN for cards (sms distribution of PIN's)

2016 Launch of Back-Up Data Center - project with UkrTelekom

2015 Legal and Operational Merger with Bank Renaissance Credit

2014 Relocation of Data Center from Donetsk.

2013-2014 Implementation of new Core Banking System.

2013 Implementation of new Credit Card Platform.

## Top Skills

Banking  
Retail Banking  
Credit

## Languages

Polish (Native or Bilingual)  
English (Full Professional)  
Russian (Professional Working)

## Certifications

Implementing a Data Warehouse with Microsoft SQL Server 2012  
Querying Microsoft SQL Server 2012  
Implementing Data Models and Reports with Microsoft SQL Server 2012 Databases  
Microsoft Office Project 2007. Managing Projects

2012-2014 Cumulative savings of costs at the level of 1,48 million \$ due to transfer of Bank's back office processes and functions into centralized banking operations department.

2012-2013 Creation of centralized Operations Division.

Automation of more than 70% of inbound traffic in contact center/customer service.

Software production - Credit Front End, Service Front End, Mobile Banking Apps.

Introduction of Performance Management principles in managed structure.

Introduction of Change Management in the organization.

Servicing of 46 partners banks in Processing Center being 2nd ranked among the commercial Processing Centers in Ukraine.

### Raiffeisen Bank Aval

Vice President & COO

November 2007 - January 2012 (4 years 3 months)

Ukraine

Direct accountability for the following departments:

- Operations: full scope of Bank's operations. Front/Middle/Back office, Banking Operations, Archive.
- Collections: full process of debt recovery. Pre-Collection, Soft/Hard Collection, Skip Trace, Collections Agencies, Sale of distressed portfolios.
- IT: full IT support for HQ and branches. Project Office, Development, IT Security, Help Desk etc.

### Sygma Bank Poland

Operations Manager

February 2004 - October 2007 (3 years 9 months)

### Dimar Poland

Telemarketing Dept. Manager

February 2003 - February 2004 (1 year 1 month)

### Polish Marketing Center - PCM

Project Manager

September 2000 - February 2003 (2 years 6 months)

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## Education

Warsaw School of Economics

IT systems in Management of an Enterprise, Information  
Technology · (2013 - 2014)

Uczelnia Łazarskiego w Warszawie  
Master, Marketing · (1997 - 2003)

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