

John Friedman, MBA, CIPM

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Tools for Transition sample resume

Executive Director / Vice President

Versatile and accomplished leader with a strong background in operations production, change management, internal and external client services, business and data analysis. Proficient in the design and implementation of operational models (platform and client specific) with deep experience in performance measurement.

Intelligent, resourceful and analytical, with expertise in driving complex projects during periods of considerable ambiguity. Take the initiative to investigate issues and execute strategies to address them. Move teams forward with comprehensive professional development and oversight. Hands-on strategist who can drive positive change throughout the firm for improved profitability and client offerings.

PROFESSIONAL BACKGROUND

Confidential – major global financial services firm, NY

2006 – Present

EXECUTIVE DIRECTOR | 60 direct and 24 matrix reports

Direct seven functional teams to service top-tier Institutional, Retail, and UHNW clients. Direct client reviews and recruiting, and ensure accurate and timely delivery. Collaborate with IT, Risk, compliance and legal to meet business growth and objectives.

Hold global responsibility for a team in Scotland, with multiple line reporting into US, London, and Latin America business units. Run daily operations, spearhead numerous projects, identify and resolve significant issues that impact operational performance. Managed through 11 supervisory changes in four years. \$10MM annual budget.

Accounting for all Asset Types	Compliance Monitoring	Performance Measurement
Activity-Based Capacity Planning	Corporate Cash	Statutory and Supplemental Reporting
Business Analysis	Cost / Benefit Analysis	Vendor Management
Client Issue Resolution	Data Integrity / Connectivity	

Provide strategic guidance on platform design and service model. Design the future operating model of the UHNW and Institutional segment. Negotiate with vendors on pricing, contracts, and oversight of relationships.

Introduced structured approach in the project release cycle to reduce the amount of test cycles and risk to the production platform. Direct steering committee organization for ongoing project process and scope definitions.

- Initiated and executed a cost basis reconciliation project. Over 750,000 tax lots were analyzed, and approximately 140,000 were in error and corrected.
- Instrumental in client moving an additional \$500MM (over an existing \$50MM) in assets to the firm. Performed detailed needs analysis for requested client project, determined that the project could be done with existing resources, and directed all aspects of this complex and high-profile work. Assigned broker was moved into Barron's "Top 40 under 40" list.
- Created a Project Management Office (PMO) for the Private Wealth Management business unit.
- Eliminated a legacy approach of "first in first out" to one that incorporated sizing and cost-benefit analysis.
- Restructured, consolidated, and relocated several departments and offices across global lines, achieving a 15% staff savings. Revitalized two underperforming teams that previously had 50% turnover.
- Established in-house mentor training for selected staff to earn the CIPM (Certificate in Investment Performance Measurement). Four staff members have earned this difficult designation to date.

Confidential – major global financial services firm, NY

1998 – 2006

VICE PRESIDENT, 2001 – 2006 | 18 direct reports
Private Bank, Global Manager

Internally recruited as a lead manager for a multi-country global platform build, a 4-year \$50MM project. Created, staffed and managed startup operations groups in New York, Zurich and Singapore. Project was global in nature and was an end-to-end design of a reporting platform. Used performance measurement expertise in designing QA process, content, and reporting standards for data and analysis.

- Contributed both strategic planning and project management on all levels, BRD writing, milestone planning and tracking, as well as vendor selection and integration.
- Developed tight partnership with IT, and established consensus building across the firm. Surveyed users and handled frequent interaction with business partners to chart development.
- Revolutionized how the Private Bank operated through improved use of state-of-the-art technology.

VICE PRESIDENT, 1998 – 2001 | 8 direct reports
World Wide Securities Services

Managed a software platform conversion project (mainframe to a client-server based service). Provided institutional support for compliance monitoring, performance measurement, and risk analysis. Participated in the RFP process and client Board presentations. Developed underperforming and unmotivated staff to become productive team.

- Initiated a review that discovered incorrect logic applied to plan sub-accounting allocations. Presented the concern and solution to senior management and received consensus that remediation was warranted. The project protected franchise reputation and prevented potential significant monetary losses.
- Instituted a custodian-to-manager reconciliation process that improved data quality. The methodology and findings were shared with clients and became a competitive sales advantage.
- Oversaw compliance monitoring to ensure that money managers kept investments within fund guidelines.
- Used BARRA “total risk” platform to provide deep analysis into the sources of portfolio risk. Also built an in-house “light” version (portfolio attribution and analysis.)

Previous Experience

Confidential, *Quantitative Specialist*

Portfolio analysis, trade execution, and support for the Discretionary Investment Management Group.

Confidential, *Analyst*

Manager selection, portfolio analysis, and asset allocation consulting for pensions & endowments.

Confidential, *Senior Engineer*

Nuclear industry design and project management.

Confidential, *Engineer*

Co-generation industry design and project management.

EDUCATION / CERTIFICATION

Certificate in Investment Performance Measurement (CIPM)

Masters of Business Administration ♦ Confidential University

Bachelor of Science in Electrical Engineering ♦ Confidential College