

# JENNIFER HENRY, MBA

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## VICE PRESIDENT – PRODUCT MANAGEMENT | OPERATIONS

TENURED IN FINANCIAL SERVICES >>> TRANSFORMING OPERATIONS & TEAMS >>> DEPLOYING FIRST-MOVER PRODUCTS

*Exceptional technical business partner and product management expert with an unmatched leadership prowess and the ability to build teams, products, and strategies from the ground up to achieve aggressive goals and deliver rapid results.*

► **TRANSFORMATIONAL AND STRATEGIC PRODUCT EXECUTIVE AND OPERATIONS LEADER** with differentiated career path marked by success building innovative products that capture 50% of the market share, overhauling dysfunctional teams into powerhouse business leaders, and producing \$4M in annual cost savings via strategically mitigated risks.

► **APLAUDED TRACK RECORD OF DEFINING AND EXECUTING STRATEGIC AND INNOVATIVE INITIATIVES** that deliver rapid impacts on operations, forward planning, product performance, and regulatory compliance. Dives deep into both business and technical problems to build and deploy rapid solutions, products, and internal functions.

40% SALES GROWTH OF INTEGRATED COMPANY ↑ \$20M NEW PRODUCT REVENUE GROWTH ↑ 15% INCREASE IN EMPLOYEE SATISFACTION

## SIGNATURE STRENGTHS & COMPETENCIES

Executive Leadership  
Product Management  
Product Strategy & Development  
Governance/Compliance  
Operations Management

Change Management  
Business Transformation  
KPIs / Metric Management  
Product Road Mapping  
Benchmarking/Innovation

Communication & Public Speaking  
Team Building & Leadership  
Risk Assessment  
Analytics/Performance  
M&A Processes & Integrations

## PROGRESSIVE CAREER PATH

**DESIGNATION CORPORATION – JERSEY CITY, NJ & NEW YORK, NY | 2009 – PRESENT**

*DESIGNATION Corporation is a \$300M American post-trade financial services company providing clearing and settlement services to the financial markets.*

**DEPARTMENT HEAD / SENIOR DIRECTOR OF REGULATORY CONTROL & OVERSIGHT (2018 – Present)**

***Challenge:** Handpicked to build the regulatory control and oversight function from the ground up as an answer to new expectations and standards in the regulatory landscape.*

Defined the tools, processes, and technology needed to perform in-depth department engagement reviews in alignment with forward documentation and control standards. Lead a talented team of 11 – building the operations, metrics, and strategies while deepening team knowledge of all applicable rules and regulations. Partner with cross-functional leaders to examine operations, uncover gaps, and ensure alignment between compliant processes and procedures.

**HIGHLIGHT OF ACHIEVEMENT:**

- Championed the creation of RCO process to deliver end-to-end coverage of departmental activities in alignment with regulations and rules – reducing regulatory findings, enhancing control environment awareness, and bolstering business cases for automation funding opportunities.
- Developed process flow diagrams for each department – later utilized in key modernization projects.
- Tapped to serve as chair of the Ignite employee resource group (ERG) – swiftly overhauled the organizational structure, reinvigorated the leadership team, instituted and achieved recruitment goals related to on-campus engagements, developed a new employee buddy system, and managed the company's reverse mentoring program.

**SENIOR DIRECTOR OF B2B SOLUTIONS – GLOBAL OPERATIONS AND CLIENT SERVICES (2014 – 2018)**

***Challenge:** Transitioned into an internal-facing role to overhaul and transform a struggling team and operation in a highly visible and high-risk area.*

Headed the complete scope of daily operations and strategic planning for \$80B in P&I activity with focus on strengthening the control environment and enhancing straight-through processing. Drove increased focus on offshoring UK resources, automating manual processes, and uncovering impactful efficiencies – cultivating a more data-driven and performance-focused environment.

#### HIGHLIGHT OF ACHIEVEMENT:

- Directed the robotic process automation (RPA) pilot team during initial stand-up phase – created OCR capabilities and opened key lines of communication with executive management on pilot outcomes.
- Boosted employee satisfaction 15% despite headcount reductions – transformed the team culture with renewed focus on training and professional development while breaking down barriers and silos.
- Produced \$4M in annual cost savings – deep dived into cost and risk assessment to balance the area’s cost and risk profile and devise forward-action strategies.
- Standardized processes and improved documentation practices to reduce risks 30%.

#### SENIOR DIRECTOR OF PRODUCT MANAGEMENT – DATA SERVICES (2011 – 2014)

*Challenge: Handpicked to develop an innovative legal entity identification utility product line to service both clients and regulators seeking a regulatory solution to entity identification.*

Partnered with both domestic and international regulatory agents and stakeholders to uncover business requirements and refine forward solutions. Navigated both technical and operations demands of the Global Markets Entity Identifier (GMEI) Utility website back-end development process. Built a high-performing team of 5 while driving diverse product and project demands.

#### HIGHLIGHT OF ACHIEVEMENT:

- Delivered a first-mover product that reached positive cash flow in only 2 years with sales of \$20M in year 3 – producing strong margins on an \$8M product.
- Rapidly captured 50% of the legal entity identification market share.
- Recognized as Financial Technologies Forum’s “Most Notable Regulation & Compliance Initiative” and with DTCC’s Chairman Award for Quality and Excellence.

#### DIRECTOR OF PRODUCT MANAGEMENT – ACCENT INC. (2009 – 2011)

*Challenge: To drive sound and strategic operations surrounding the integration of UK-based ABC Ltd. – ensuring the business and product lines were positioned for success.*

Served as a value-added business partner to the CEO and COO on the integration of ABC Ltd. to foster rapid growth opportunities. Collaborated cross-functionally across both UK and US locations to define and execute integration strategy and support model while also supporting the modification of company policies.

#### HIGHLIGHT OF ACHIEVEMENT:

- Developed valuation and cost recovery models in support of C-level M&A activity.
- Propelled ABC sales 40% via seamless integration into the DTCC brand – earned Best Counterparty Data Provider awards from Inside Reference Data.
- Recognized early as a high-performer – selected by the chairman to participate in the Leadership Accelerated Development Program.

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## EDUCATION

**MASTER OF BUSINESS ADMINISTRATION – FINANCE** | Indiana University, Kellogg School of Business – Bloomington, IN  
**BACHELOR OF SCIENCE – INFORMATION SCIENCES & TECHNOLOGY** | The Ohio State University – Columbus, OH