

# PABLO DIAZ DE SANDI

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**Summary:** Driven change management professional with extensive diversified and progressively senior experience. Seasoned Project/Program Management subject matter expert with substantial experience in Agile/SAFe, Waterfall, SDLC methodologies. Proven track record of consistent success across banking and management consulting. Passionate about delivery, assembling, leading and working within strong cross-functional groups in a matrixed team environment delivering complex strategic changes for large multinational organizations.

Certified as Project Management Professional (PMP)®, Scaled Agile Framework (SAFe 5)® Practitioner, Manager of Portfolios (MoP)®, and Change Management Practitioner (APMG™). Fluent in English, Spanish, and Portuguese.

**Objective:** To grow and drive strategies in a challenging organization improving results in support of long-term results. To become a strategic leader for the organization that expands the voices of Hispanics in the community.

## EXPERIENCE

JAN 2021 – FEB 2023

**VICE PRESIDENT, VOICE OF THE MEMBER,** VYSTAR CREDIT UNION, JACKSONVILLE, FL

Implemented a new Voice of the Member department at VyStar to mature, develop and implement new initiatives that improve member experience across the Credit Union.

JAN 2021 – FEB 2023

**VICE PRESIDENT, ENTERPRISE PROJECT MANAGEMENT,** VYSTAR CREDIT UNION, JACKSONVILLE, FL

Evolved the Enterprise Project Management team to become a strategic Project Management Office for the organization. Implemented needed governance proves to prioritize initiatives and get decisions through a formal process that included CEO and C-Level executives aligning a portfolio of projects and programs to strategic objectives. Drove results by establishing standards across all projects and initiatives improving overall communication, reporting, and people management.

AUG 2017 – AUG 2020

**VICE PRESIDENT TRANSFORMATION,** HSBC WEALTH AND PERSONAL BANKING, NEW YORK, NY

Lead all necessary activities to deliver programs and projects. Impacted business outcomes through in-depth evaluation of complex business and system processes to develop innovative solutions. Provided expertise in team and advanced level of understanding of the principles of project leadership. Provide in-depth, sophisticated analysis to define problems and develop innovative solutions. Persuade and influence others through comprehensive communication and diplomacy.

**Key Achievements:** Delivered BlackRock's Aladdin for the Private Bank in the US. Received industry award for Best Wealth Technology Platform. Delivered a new automated Payment process using a BPM workflow digital system.

JAN 2015 – JUL 2017

**VICE PRESIDENT, GLOBAL PROGRAM MANAGER,** HSBC GLOBAL PRIVATE BANK, LONDON UK

Managed a global program that delivered the Appway customer onboarding Business Process Management (BPM) workflow system across 9 countries which standardized the KYC and AML due diligence process for onboarding clients into the Private Bank. Maintain strong working relationships with all key stakeholders across engineering, IT, sales, services and partner teams.

Lead a team of project managers across multiple countries to drive program delivery using a mix of Agile, SDLC, and Waterfall project management methodologies for the digital and organizational components of the delivery including the ongoing enhancements to the User Interface (UI) to improve customer experience and overall customer relationship. Track record of problem-solving ranging from conceptualization to implementation.

MAY 2010 – DEC 2014

**VICE PRESIDENT CHANGE DELIVERY,** HSBC INTERNATIONAL PRIVATE BANK, MIAMI, FL

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Lead a team of project managers and business analysts to deliver multiple strategic projects to demise legacy applications, implement process improvements, act as a consultant to the business on identifying and implementing enhancements to support the growth of the business. In charge leading of the regional Project Management Office (PMO)

**Key Achievements:** Implemented a new document imaging end-to-end solution which reduced cost by 50% and increased efficiency/speed by 20%. Reduced operating costs. Delivered a new process and application to support implementation of Reg E (Dodd Frank Rule) for client payments.

**AUG 2008 – MAY 2010**

**PARTNER AND DIRECTOR OF OPERATIONS,** STRATEGIC IMPACT SOLUTIONS, WESTON, FL

Lead all company's consulting operations heading a team of consultants supporting multiple clients across Latin America (LATAM). Worked across Financial Services, Government, Insurance, Pharmaceutical, and Cosmetics industries. **Key**

**Achievements:** Delivered a regional process improvement project that have saved our client 2 million dollar a year by consolidated for multiple local markets into a regional operations center and optimizing their automatic outbound dialer capability.

**MAY 1996 – AUG 2008**

**AMERICAN EXPRESS COMPANY**

**HEAD OF STRATEGIC PLANNING,** NEW YORK, NY

2004 – 2008 Implemented a holistic strategic planning approach for over 100 multiple and concurrent Card Acceptance and Processing Network projects across numerous business functions and locations.

**SENIOR PROJECT MANAGER,** MIAMI LAKES, FL

2000 – 2004 Delivered multiple reengineering and process improvement projects while also leading the regional PMO.

**Y2K, REGIONAL TESTING MANAGER,** MIRAMAR, FL

1998 – 2000 Lead a team of testing coordinators to ensure all systems were correctly remediated for the year 2000 event.

**CREDIT AND COLLECTIONS, TEAM LEADER,** MEXICO CITY, MX

1996 – 1998 In charge of a team of analysts that performed inbound and outbound credit and collections activities for Mexico, Puerto Rico and other countries that used the International Dollar Card.

## EDUCATION

**APR 2014**

**COO FOUNDATION,** UNIVERSITY OF CAMBRIDGE - JUDGE BUSINESS SCHOOL UK

Aspiring COO Foundation course as part of HSBC's Global Talent program I was selected for.

**DEC 2002**

**EMBA INTERNATIONAL BUSINESS,** UNIVERSITY OF MIAMI

**MAY 1996**

**BA BUSINESS,** INSTITUTO TECNOLÓGICO Y DE ESTUDIOS SUPERIORES DE MONTERREY

## COMMUNITY LEADERSHIP POSITIONS

- Chair – La Voz de Mi Gente, Hispanic Employee Resource group at VyStar Credit Union
- Member – International Business School Advisory Council Board, University of North Florida
- Member – Board of Trustees, First Coast Hispanic Chamber of Commerce