

RAQUEL RICHARDS

Strategic Leader

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EXPERIENCE

VP Program Management Manager

Bank of America – Consumer Global Risk Analytics

📅 03/2017 – 02/2018 📍 Charlotte, NC

- Hired and launched a diversely skilled PMO team of 7 to address a multi-year regulatory program and cross-line of business initiatives, resulting in satisfying federally mandated expectations.
- Established and integrated program management controls and tracking within the business line, allowing for more effective execution and progress transparency for critical tasks.
- Created and managed program executive level steering committee deliverables while also ensuring specific key work-stream deliverables aligned to the greater divisional goals.
- Supported the internal team tracking and resolution activities related to closing open regulatory matters.

VP Program Management Manager

Bank of the West – Talent Management and Finance CCAR PMO

📅 08/2013 – 03/2017 📍 San Ramon, CA

- Managed and implemented improvement projects focusing on recruiting and candidate on-boarding experience and efficiencies.
- Led the LMS implementation partnering with BNPP to ensure comprehensive solution for both entities ensuring that data was accurately up to date in a real-time basis, resulting in increased immediate new hire efficiency on day 1 instead of day 5 or later.
- Coordinated contract details and defined third party vendor requirements while engaging with stakeholders, legal and compliance partners.
- Lead RFP vendor discussions for multiple million dollar programs.
- Supported and executed a Program Operating Model across Finance, Risk, Treasury, Legal and Compliance business lines.
- Enabled strong clarity and definition of key deliverables with ownership accountability.
- Collaborated with key stakeholders to ensure effective project execution and build out of content that led to defining a pipeline of 20-30 initiatives and a strategic roadmap for future initiatives.
- Led multi-year Enterprise-wide Program which led to a successful regulatory submission and passing a stringent review.

VP Sr. Project Manager

JPMorgan Chase & Co. Consumer Risk Reporting

📅 06/2007 – 03/2012 📍 Columbus, OH and Chicago, IL

- Partnered with executive leadership to design and resolve OCC regulatory recommendations and mandates related to incentive compensation, legal entity risk management and others.
- Ensured successful implementations for all high profile initiatives; specific to the Retail Consumer Bank including managing a custom Fraud model vendor implementation.
- Led multiple regulatory modeling projects related to Home Lending loss mitigation, deposit fraud and capital adequacy completed specifically to address federal mandates.

VOLUNTEERING

House Operations Volunteer

Ronald McDonald House of Charlotte

📅 10/2018 – 04/2019

Personally completed, tasks related to family stays at the RMH: room requests, room assignments, check-ins, verifications, check-outs, room preparations, key assignments, and special needs during the stay.

MY LIFE PHILOSOPHY

What's meant for you will always be yours!

Do good for others. It will come back in unexpected ways.

ACHIEVEMENTS



Areas of excellence

Communication and Collaboration – when making decisions prioritizes internal and external customers.

Customer Service and Planning – partners with key stakeholders, building a plan that leads to successfully achieving goals.

Innovation – demonstrates adaptability to changing environments while seeking efficient solutions.

Actionable Results – translates organizational goals with a sense of urgency and drives projects to completion.



Initiative management

Led a variety of functions (front line/ back office) and people with varied experience, backgrounds and diversity.

Created sustainable and repeatable approaches to project/program management.

Built and maintained vendor relationships for risk, finance, compliance and talent management business needs

Initiatives included process improvements, program/project and event management, risk, fraud and compliance management, talent management, HR operations, business process operations, executive communications, vendor management, business analysis, regulatory implementations. Budgets varied up to \$30MM



Persistent

with authentically helping others to achieve success.

SELF-EMPLOYED

Glitter and Glow Events, LLC, CWEP

📅 03/2018 – 09/2019

Wedding Event Planner- Published in The Carolinas Magazine

<http://www.thecarolinasmagazine.com/blog/elegant-sunrise-wedding-brunch?rq=sunrise%20wedding>

EDUCATION

B.S. in Business Administration

West Chester University

📍 West Chester, PA