

# MARIA MANOLA



[mmanola76@gmail.com](mailto:mmanola76@gmail.com)



+30 6944 445656



+30 210 9815994



69, Al. Papagou Str., 17341 Ag. Dimitrios, Athens

## PROFESSIONAL PROFILE

Operations professional with solid experience of more than 20 years and managerial roles held with major companies. Excellent organizational, communicational and PC skills, with ability to adapt to change rapidly. Results-oriented leader with motivational management style, enhancing team productivity through process optimizations, problem solving, training and mentoring, in order to achieve business goals. Highly skilled in project management, understanding and monitoring of the Regulatory framework, business analysis, reporting and streamlining of new products/services.

## PROJECTS

- Documentation of business requirements, design of new processes and creation of system enhancements for the implementation of the requirements of:
  - the Shareholders Rights Directive II (SRD II) for Hellenic Central Securities Depository S.A.
  - the licensing under Central Securities Depositories Regulation (CSDR) for Hellenic Central Securities Depository S.A.
  - the European Market in Financial Instruments Directive (MiFID II) and Regulation (MiFIR) for the services, products and Clients of National Securities S.A.
  - the General Data Protection Regulation (GDPR) for the Clients of National Securities S.A.
  - the Foreign Account Tax Compliance Act (FATCA) and Information Reporting with the Internal Revenue Service of USA for National Securities S.A. and Citibank International Plc
  - the Client Assets Regime of UK Financial Conduct Authority for Citibank International Plc
- New procedures and system enhancements for new product types and services (e.g. Investment Funds distribution setup and Electronic Book Building within Hellenic Exchanges for National Securities S.A., new insurance product "MetLife Alico AUVIDA" (variable annuities) for Citibank International Plc, business requirements, user acceptance testing and implementation of "Securities Brokerage System" for Citibank International Plc).
- Private sector involvement (PSI) with processing of approximately 12K transactions over a weekend for Citibank International Plc

## PROFESSIONAL EXPERIENCE

### HELLENIC CENTRAL SECURITIES DEPOSITORY S.A.

Apr 2020 to Today

#### Senior Project Manager

Responsible for business analysis, planning and overseeing projects according to regulatory requirements and business needs. Working closely with relevant parties and Authorities to ensure effective project implementation. Actively monitoring the project scope and resources to meet the project schedule. Developing and maintaining strong project governance management across the end to end process pipeline to ensure project deployment.

### NATIONAL SECURITIES S.A.

Dec 2014 to Jan 2019

#### Operations Director

Overseeing of all operational activities for the company: Proprietary, Institutional & Retail Clients' Settlements, for all product types, Cash Management processes regarding payments and monitoring of bank account balances, Customer Care and Operational Support activities, for the servicing of clients' requests and account opening and maintenance. Identification of opportunities to streamline business processes and systems and working alongside other members of the business on business projects.

### Alpha Bank S.A.

Oct 2014 to Nov 2014

#### Wealth Management Operations Manager

Responsible for the monitoring and the integration of Citibank's former Wealth Management Operations with Alpha Bank Operations.

### CITIBANK INTERNATIONAL PLC

Mar 2000 to Sep 2014

#### Wealth Management Operations Manager (Jan2011 to Sep2014)

Responsible of all Operational activities, transactions, reporting to local and foreign Regulators and reconciliations for Investment Products. Also in charge of Insurance Products' reconciliations, Banking Account Maintenance and Banking Accounting Entries. Subject Matter expert on Client Assets Regulations. Established the monitoring and reporting activities as Qualified Intermediary with the US Tax Authorities and acted as Relationship Manager for Service Level Agreements with Third Parties.

#### Wealth Management Operations/ATMs & Cash Services Assistant Manager (Jul 2009 to Dec 2010)

In charge of all Operational activities related to Investments, Insurance & Liabilities and ATMs & Cash Services. Key contact with Wealth Management Product Team, local & Global Technology dept., for technology issues, projects and new products' designing and implementation. Monitoring of department's financials and Acting as Relationship Manager for Service Level Agreements with Third Parties and Vendors. Responsible of Regulatory Reporting activities with local and foreign Regulators.

### **Wealth Management Operations Assistant Manager (Sep 2006 to Jun 2009)**

Team leader for Investment products' settlements and reconciliations and for Insurance & Liabilities related operational activities. Key contact with Wealth Management Product Team, local & Global Technology dept., for technology issues, projects and new products' designing and implementation. Acting as Relationship Manager of Service Level Agreements with Third Parties and Vendors and introduced a new area of monitoring departmental expenses.

### **Treasury GCB Dept. Associate (Apr 2004 to Aug 2006)**

Dealing in Equities, Fixed Income, Foreign Exchange, Money Market, Market Linked Deposits & Structured Products. Responsible for projects and reporting related to Treasury GCB Dept. and Wealth Management Product Team.

### **Securities GCB Dept. Associate (Mar 2000 to Mar 2004)**

Performing trade settlements in Equities, Fixed Income, Corporate Actions & Initial Public Offerings and supporting Brokerage Dept. on equities' dealing.

## **EDUCATION**

1995-2001: National & Kapodistrian University of Athens - Diploma in Economic Sciences

## **CERTIFICATIONS & TRAINING PROGRAMS**

- 2017: Hellenic Capital Market Commission certifications: (α1) "Reception, transmission and execution of orders in financial instruments" and (σ1) "Settlement of trades in financial instruments"
- 2017: "MIFID II Framework for Client Protection" (Hellenic Banking Association)
- 2013: "Managing Performance", "Balance sheet comprehension and analysis" (Human Resource Planning Group / Citibank International Plc)
- 2010: "Leading at Citi 1 EMEA", "Credit I", "Operations Management Essentials" (Citibank International Plc / Hellenic Banking Association)
- 2007: Citibank Investment Products Certification
- 2004: Awarded for "Exemplary behavior in regards to "Sales" pylon" by Citibank International Plc

## **SPOKEN LANGUAGES & PC SKILLS**

- English: Proficiency in English – Cambridge University
- French: D.E.L.F - Institut Francais D' Athenes
- Italian: C.E.L.I 3 – Univercita per Stranieri Di Perugia
  
- Windows, Bloomberg, Reuters, Enterprise Resource Planning System (Singular Logic)
- Dematerialized Securities System (Hellenic Central Securities Depository), Authorized Reporting Mechanism (ARM) – Hellenic Exchanges