CHRISTOPHER S. RIGG

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CONSULTING PARTNER| TECHNOLOGY EXECUTIVE

TRANSFORMING BUSINESSES & DRIVING GLOBAL SALES GROWTH, PROFITABILITY & INNOVATION

Accomplished senior executive with extensive experience in the corporate setting, as a technology and operations executive, and in the consulting setting as a managing partner, delivery partner, and account leader. Proven leader who has managed large transformation programs ($25M+), large global teams (over 1,500 people), and large books of business ($85M+). Has a strong record of change delivery in capital markets, wealth management, corporate/investment banking, and payments. Drives organizational success by leveraging technology to improve their client's experience, increase revenue, and improve operational efficiency.

- **Sales and Revenue Generation.** Able to develop relationships with senior executives, both business and technology, to open new accounts and bootstrap new offerings.
- **Technology Transformation.** Optimize technology-enabled business transformations focused on making technology more responsive. Adept at unlocking the potential of technology to transform how financial services institutions deliver their products and serve their clients.
- **Strategic and Operational Blend.** Vision to create a strategic direction that combines with the ability to understand intuitively what needs to be done operationally. Bridges silos between technology, IT, and clients. Displays a strong bias for action.
- **Change Leader.** Adept at structuring ambiguous problems, synthesizing complex information for insights, and communicating with senior executives in a compelling manner to drive change.
- **Business Transformation / Client Experience.** Identifies and evaluates opportunities for change that are transformational. Plans and executes projects to align people, processes, technology, and investment to deliver customer satisfaction and real long-term value.
- **Executive Leadership.** Skilled at cultivating and leading high-performing teams with a collaborative, transparent, and personalized style. Adept at influencing large, cross-functional teams. Collaborates with clients to drive meaningful change. Effective, credible communicator who gets to the main point and communicates it in a way that is relevant to the audience.
- **Client Focus.** Helps clients strike the correct balance between rapid new capability development demanded by the marketplace and the rigor necessary to meet their risk and regulatory obligations.

PROFESSIONAL EXPERIENCE

Global Economics Group, Chicago, IL 2023-Present

Principal

Advise banks, broker dealers, and asset managers on how to leverage data and technology to better manage risk, improve profitability, and improve their client's experience. Specific focus areas include: Enhanced Prudential Standards, Financial Crimes Compliance, Non-Financial Risk Management, and Client Relationship Management and Profitability.

Armstrong Wolfe, London, UK 2021-Present

Industry Advisor

Provide capital markets industry expertise to Armstrong Wolfe, a global advisory firm that brings together the asset management, investment banking, and global markets COO community to address market-wide, non-proprietary challenges.

Sutherland Global Services, Chicago, IL

Capital Markets Industry Lead 2021 – 2023

Responsible for all aspects of Sutherland's Capital Markets business, including sales, business development, solution delivery, and offering design. Defined and implemented differentiated capital markets solutions focused on client lifecycle management, trade lifecycle automation, producer productivity, and markets data management.

EKI-Digital, Chicago, IL 2020 - 2021
Managing Principal and COO
Responsible for the day-to-day running of the business, including sales, delivery, offering design, and P&L management. Increased revenue by 45% in the first year by transforming and modernizing the business to have more relevant offerings, capabilities, and market segmentation, including:

- Creating data engineering and analytics offering to help clients more effectively leverage advanced data management capabilities, such as machine learning and predictive models.
- Low-Code application development offering, and delivery assets focused on the Microsoft stack that helps clients rapidly implement digital capabilities.
- Financial services market segment that positioned the firm to meet the needs of banks, wealth managers, and payments providers more effectively.

Ernst & Young, LLP, Chicago, IL 2014 – 2019
Principal, Capital Markets Technology Lead
Led the Capital Markets Technology Solutions practice, including sales, delivery, offering design/development, resource strategy, and acquisition. Reported to Head of Financial Services Technology Advisory.

- Defined the FX go-to-market strategy for a major custodian to best position their execution capabilities and pricing across key client segments
- Led the post-merger integration program for Invesco's acquisition of Oppenheimer Funds across people, processes, and technology. Drove $20M+ of revenue and managed 50+ FTEs.
- Served as the lead capital markets and technology partner for RBC globally, driving multiple transformational engagements producing over $40M in net revenue.
- Created Wells Fargo's institutional client data strategy program to define the capabilities necessary to effectively manage complex client relationships, increase revenue, and meet their regulatory obligations.
- As lead technology partner and capital markets partner for Deutsche Bank, I led several transformation engagements, including redefining their Futures Commission Merchant (FCM) and equity electronic trading businesses.
- Led automation strategy and implementation at DTCC to define the approach to applying advanced analytics (RPA, NLP, AI) capabilities to the core business processes.
- Managed large-scale transformation on Royal Bank of Canada with over $15M revenue and 15+ FTEs, to help the bank manage their customer protection obligations under SEC regulation 15c3-3.
- Created a wholesale banking data strategy for Bank of America that defined the approach to source, govern, store, distribute, and analyze key elements. Migrated to more modern infrastructure.

International Business Machines, Chicago, IL 2011 - 2014
Partner, Global Business Services
Led the Application Innovation Services (AIS) Practice Area of the Banking and Financial Markets Sector for IBM's Global Business Services. Focused on technology advisory, systems integration, and application development across the financial services industry. Reported to Financial Service Industry Lead.

- Developed the Electronic Trading Technology Risk Management Framework – coming out of the high-profile events in the US equity markets (flash crash, Facebook IPO, BATS IPO, Knight Capital trading loss, etc.). This framework was used to drive several key engagements, including:
    - Worked with the NASDAQ OMX senior executive leadership and board of directors to develop a framework to assess their product development lifecycle in response to issues with the Facebook IPO.

    - Conducted a similar analysis of Knight Capital Group's product development lifecycle to stop the repetition of trading system glitches that led to a $440M trading loss.
    - Extended the framework for the Global Markets Division of a large non-US multi-national bank to include specific business control points that should be implemented to improve the firm's risk management capabilities and meet their regulatory obligations, including Rule 15c3-5.
- Selected by the SEC to participate in an industry panel focused on identifying the required changes to the regulatory environment for various market participants, including broker/dealers, market makers, high-speed trading firms, and self-regulatory organizations.
- Led an 18-month effort to help transform PayPal's core payments infrastructure to improve its throughput, response, and availability. Increased the scalability and availability of the platform.

Bank of America Merrill Lynch, Chicago, IL 2004 - 2011
Managing Director, Global Banking and Markets Technology
Led a technology and operations group (1,500 resources and 150 applications) that provided sales tools, performance tools, client information, and product information to the Commercial, Corporate and Investment Banking lines of business as well as the Sales and Trading and Wealth Management businesses. Reported to Wholesale Banking CIO.

- Led the Merrill Lynch technology merger integration effort for the Commercial Bank, Corporate Bank, Investment Bank, Institutional Sales, and Research lines of business. Successfully delivered all transition initiatives on time and on budget.
- Consolidated the sales and performance tools leveraged by the Commercial, Corporate and Investment bankers and their relevant product delivery partners. Provided a consistent view of the shared client base across the $25B combined business for the first time ever.
- Transformed the global client onboarding process and technology, providing a single capability for bringing on new clients and counterparties. Significantly reduced regulatory exposure, time to revenue, and costs to acquire new business.
- Reduced the cycle time required to provide client level profitability information across all institutional businesses from 27 days to 1 day.

Accenture, LLP, Chicago, IL 1997 - 2003

Partner, Financial Services Technology
Responsible for the sales and delivery to multiple clients in the global financial markets, consumer banking, wholesale banking, and health insurance sectors. Reported to Financial Services Technology Lead.

- Served as the technology lead for a newly created joint venture, BondBook, which was initially sponsored by Goldman Sachs and Merrill Lynch. Reduced market fragmentation, improved liquidity, and increased price confidence for institutional buy-side fixed income investors.
- Led the evaluation of the multi-year deal to migrate core electronic trading capability from Eurex to LIFFE for the Chicago Board of Trade.
- Managed an engagement to design a new technology architecture for the Broker Booth Support System (BBSS) at the New York Stock Exchange.
- Led an engagement to integrate a newly-acquired subsidiary that provided a key-direct-to-client wholesale banking web-based front-end for Metavante.

ADDITIONAL EXPERIENCE

Blackwell Consulting Services, LLP, Chicago, IL 1994 - 1997
Director, Systems Integration Practice

Michigan National Bank, Farmington Hills, MI 1990 - 1994
Network Engineer

Citizens Insurance Company, Howell, MI 1988 –1990
Microsystems Programmer

EDUCATION

DePaul University, Chicago, IL
Master of Science, Cybersecurity

DePaul University, Chicago, IL
Master of Science in Applied Technology Specializing in Human-Computer Interaction

DePaul University, Chicago, IL
Bachelor of Arts in Individualized Studies – Technology in the Capital Markets

Michigan State University, East Lansing, MI
Economics and Finance

RECENT INDUSTRY ACTIVITIES

Webinar: Rethinking Financial Crimes Management
https://finscan.com/webinar-recording-rethinking-financial-crimes-risk-management-a-new-paradigm/

Webinar: Low-Code is Taking Over the Enterprise
https://vimeo.com/430464398

SIFMA Operation Conference 2019 - Featured Speaker
Future of the Capital Markets - How technology is disrupting the ecosystem that serves Issuers and Investors and the implications for the current participants.

Futures Industry Association (FIA) Expo 2018 - Panel Chair
The future of the back of office.

SIFMA Operations Conference 2018 - Panel Chair
Distributed ledger technology in the capital markets.

Futures Industry Association (FIA) Expo 2017 - Panel Chair
A new era in post-trade technology.