



Tristan N. Cammaert

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Professional Experience

- ▶ Senior Leader with over 20 years of progressive experience delivering results through a combination of exceptional execution skills, keen strategic mindset, strong business acumen and innovation
- ▶ Led the establishment, growth and execution of \$100M+ digital transformation at a Global Top 10 Bank
- ▶ Developed digital programs to change legacy banking platform through pioneering approaches including Human Centered Design (HCD), client journeys and agile methodology
- ▶ Built and grew an internal outsourcing practice at Canada's largest bank; ensuring regulatory, compliance, industry best practices and client experience were at the forefront of decision making
- ▶ Spearheaded implementation of a global digital learning experience platform delivering learning, anytime-anywhere-on any device, resulting in 40+ hours/yr of informal learning per employee and awarded "Best Learning Strategy" by the prestigious Canadian HR Awards

Education

- ▶ EY Certifications: Disruptive Technology; Sustainability & ESG; Transformative Leadership Series
- ▶ Master of Business Administration (MBA) (Strategic Management and International Business), Schulich School of Business, York University
- ▶ Bachelor of Arts, University of Calgary
- ▶ RBC Executive Women in Leadership Program
- ▶ Getting on Boards (Executive Education course), Schulich School of Business, York University

Relevant Projects/Experience

- ▶ Transformed the end-to-end tax operations organization for a global custody and fund/pension administration services company. Guide team of experts to improve core tax processing and define future state operating model
- ▶ Developed and led end-to-end digital credit strategy that resulting in omni-channel employee and client experience
- ▶ Transformed client experience (CX) through digital program that touched entire retail and small business banking product value chain from opening an account through cross-sell, renewals and utilization
- ▶ Set vision and executed sophisticated digital marketing and inline presentment cross-sell offers for 10 million existing retail banking clients
- ▶ Established and led agile lab that built straight-through, digital unsecured loans resulting in seamless, omni-channel client experience
- ▶ Led global business transformation including implementation of new CRM and cloud ERP systems along with full process re-engineering and digital transformation for SEC-public paper packaging manufacturer
- ▶ Led all innovation initiatives from ideation through incubation and implementation with mature delivery model and well-defined metrics
- ▶ As VP Learning & Development, led a team of 150 global learning professionals with full accountability for designing, creating and executing 1.7 million hours of innovative, digital/virtual, integrated and high impact learning solutions to 80,000+ global employees across the organization
- ▶ Identified US\$75M in savings for US\$4.5B US company in outsourcing entire procure-to-pay process as Head of Sourcing
- ▶ Managed comprehensive IT outsourcing initiative for a Fortune 500 US-based global consumer products' company and identified US\$50M savings