



## **Eric Andrysiak**

*Life Insurance Premium Lender Private Banking,  
Wealth Management  
Investment Management  
Chicago, IL*

Since joining the newly established LINFIN team in August 2014, Eric has diligently underwritten and analyzed both existing and new LINFIN credit opportunities with a continuous eye on improvement. Eric has created infrastructure, templates and models to support the LINFIN team. His work has been invaluable as the activity has gone from a few deals a year to an average of two new opportunities a week. Eric spent many weekends, early mornings and late nights brainstorming and developing analysis templates and communication tools to support increased activity without compromising the integrity of the existing portfolio and allowing it to be expanded. Key to his work is a Portfolio Monitoring Tool that allows BNY Mellon to monitor loans by client, carrier, draws, financial strength rating, covenant compliance, loan draws, loan maturities and borrowing base. Without being asked, Eric assembled manuals and guides for onboarding the new LINFIN Lender to our business/processes/products. He has worked with Risk partners on a rating project and took a participatory role in creating the Central Region's three-year strategic plan. His tireless efforts have allowed LINFIN to become a nationally recognized practice for BNY Mellon.



### **Arun Battu**

*Principal Architect, Application Development,  
Investment Services Technology*  
Client Technology Solutions  
Jersey City, NJ

Arun's valuable contributions to many key applications exemplify BNY Mellon's values. He fully devotes himself to developing innovative new programs that advance BNY Mellon as a technology leader. Arun's efforts directly support the company's Play to Win. He is a change agent who consistently improves our client service and technology processing capabilities with unique and innovative approaches. His contributions to a major request for proposal proof-of-concept, blockchain technology research, and several NEXEN enhancements demonstrate his propensity for innovation and forward thinking. Arun's commitment to deliver the best possible product for and satisfy the needs of his clients is unparalleled.



### **Colleen Bradford**

*Senior Supplier Relationship Manager, Global Procurement  
Finance*  
Pittsburgh, PA

Colleen has distinguished herself by continuing to drive the consistent delivery of the company's critical Third Party Governance (TPG) program. She continually raises the bar through her tenacity and drive for productive collaboration across a large and varied stakeholder community, delivering the best result for the company through each and every engagement of this far reaching program. Through her diligence and dedication to the role, Colleen ensures that the TPG program rises to every new challenge and remains on target to meet the regulatory requirements of our third-party engagements. Colleen represents excellence at its best. She is always accurate, timely and people-focused, being both direct and supportive as needed, making her a role model and terrific team player.



## **LaRue Brathwaite**

*Compliance & Senior Administrative Officer*  
Global Client Management  
New York, NY

LaRue has gone above and beyond on a months-long initiative to remedy Know Your Customer (KYC) issues within a challenging timeframe. Throughout this extensive effort, LaRue effectively led the project in a way that inspired inclusive and collaborative teamwork. She focused on the project at hand, but with an eye on the future, identifying, recommending and implementing process improvements that would prevent recurring issues. Her positive attitude and work ethic, combined with her focus on internal and external clients alike, led to the successful completion of our KYC initiative. And all the while she continued to effectively manage her other day-to-day responsibilities.



## **Jaime Brosche**

*Regional Sales Office Supervisor, Wealth Management*  
Investment Management  
Henderson, NV

In addition to her role as the office manager and Global Continuity Officer, Jaime is also the Information Risk Officer for the Washington, Colorado, Texas and Nevada offices. Jaime is the “go-to” person in the West with regard to any administrative issues and has led efforts to adopt ENGAGE. Jaime delivers not only a great client experience internally but also externally, maintaining a high level of client service and always looking for ways to improve. Jaime has also done an excellent job of taking on additional ‘above and beyond’ responsibilities, while maintaining our office. Dealing with highly confidential information, Jaime maintains the greatest level of trust and integrity. She shows up every day with the passion and desire to make BNY Mellon an even better place to work.



### **Agnes Bullwinkel**

*Compliance Officer, Pershing*  
Investment Services  
Lake Mary, FL

Agnes clearly goes well above and beyond the scope of her responsibilities, demonstrating extraordinary leadership and professionalism. She leads by example and fosters strong relationships with regulators and with her internal constituents. Whether it's leading an SEC or FINRA FINOP/Sales Practice exam, supporting other Pershing legal entities or assisting Global Client Relationships, Agnes ensures that the task is done correctly, with the utmost integrity and focus on risk management. She constantly stretches herself to take on new responsibilities and enhance her skills. Her easy demeanor, attention to detail, and subject matter expertise have earned her great respect from multiple regulatory agencies and everyone at Pershing who interacts with her.



### **Poppy Cates-Giddings**

*Project Manager, Americas Asset Servicing*  
Investment Services  
Pittsburgh, PA

Poppy is known across the business for her exceptional project management skills which have helped the company win new business, onboard clients and drive the Transformation initiative in Investment Services forward. Always taking ownership for her work, Poppy manages critical details of this highly complex program, provides guidance on conversion planning and client readiness, and ensures that project status updates and key metrics are communicated to all stakeholders in a clear and timely manner. Poppy has played a critical role in other important aspects of the program, such as change communications and client education on technology and operating model changes. Poppy's actively participates in Community Partnership events, and serves as an ambassador for WIN and PRISM, demonstrating her strong engagement.



## **Rocco Cavalieri**

*Senior Group Manager, Transfer Agency*  
Client Service Delivery  
King of Prussia, PA

Rocky has a broad and deep understanding of the transfer agent business and he uses his vast knowledge to execute and deliver on the goals of the organization. Acting on behalf of the transfer agent, Rocky was instrumental in the successful delivery of a key client's cash projections initiative and the Money Market Reform implementation. He plays a lead role in communications around systems issues that impact pricing which include critical executive updates. He is viewed as a "go-to" person across the enterprise for matters that require collaboration with transfer agent to support client objectives. He is a talented, tenured leader who is able to see all sides of an issue, remain calm under pressure and lead the team through any challenging situation.



## **Ya-Jou Chang**

*Sales & Relationship Manager, Depository Receipts*  
Investment Services  
Taipei, Taiwan

Ya-Jou performs to the highest standards of excellence and consistently delivers exceptional client service. Clients value her inquisitiveness, deep product knowledge and thorough understanding of emerging trends which help them make informed decisions. Ya-Jou is meticulous in her preparation always doing her research before meeting with clients to proactively engage with them. Ya-Jou goes to great lengths to leverage BNY Mellon's expertise, scale and external network to meet client needs. She designed and delivered a series of market-leading conferences in Taipei focused on promoting BNY Mellon's insights into environmental and social governance and social finance. These events have helped to enhance BNY Mellon's brand and help bring the company to the forefront of evolving trends in Asia Pacific. Yau-Jou is always responsive to her clients and colleagues and the first to volunteer for projects and initiatives. She actively participates in WIN Taiwan and the Employee Engagement Committee in Taipei, demonstrating her true spirit in serving others.



## **Andrew Clerihew**

*Senior Project Manager, Issuer & Loan Services*  
Client Service Delivery  
Poole, UK

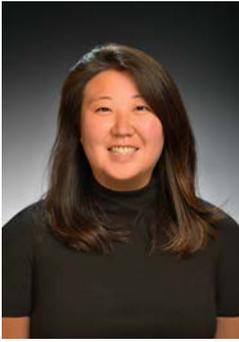
Andrew consistently achieves outstanding results that deliver meaningful and quantitative value, evidenced by annual cost savings to the business. His contributions as a project manager on a significant system conversion for Client Service Delivery helped standardize a previously standalone processing model into one that is more scalable, efficient and controlled and delivers improved client service. In preparation for this conversion, with limited knowledge of the processing environment and system architecture, Andrew quickly developed business knowledge of loans servicing and an understanding of the process's intricacies and technology. He built a strong coalition within the team to obtain buy-in, work through road blocks and focus on execution. With his results-oriented approach, he is "go-to" member of the team and the first one to help colleagues when the need arises, demonstrating an admirable work ethic and "can-do" attitude.



## **Gerard Connors**

*Service Director, Asset Servicing*  
Investment Services  
Brooklyn, NY

Gerard is unwavering in his commitment to delivering consistent, high-quality service to clients. Gerard constantly looks for ways to simplify how BNY Mellon services clients, particularly the ones which he directly supports. He designed an approach where all the service teams working with a client meet virtually each month to discuss and resolve the client's needs. Clients have expressed appreciation for Gerard's strategic thinking, noting that this alignment makes it easier for clients to conduct business with BNY Mellon. Working collaboratively with the legal department, Gerard created templates for account control agreements with clients, accelerating the turnaround time to finalize them. He has earned the praise and respect of his clients' senior management teams, and they call him directly for service or relationship issues. Gerard leads by example through his strong client focus and willingness to hold himself accountable in responding to client needs.



## **Angela Cynn Lee**

*Project Manager, Legal Entity Rationalization*

Legal

New York, NY

Since becoming project manager last year to support BNY Mellon's resolution planning efforts, Angela has exceeded every expectation, working closely with teams in the U.S. and EMEA on nine separate projects. She has emerged as a pivotal member of the legal team developing step plans for project implementation, reporting the progress of each project to the Corporate PMO and troubleshooting issues that were potential obstacles to timely completion. She demonstrates superior technical skills in the areas of legal analysis and project management and has built effective relationships with her partners in Accounting, Finance, Tax and the Corporate Secretary's Office. In her previous role as paralegal supporting the M&A and Restructuring practice group, Angela created a database of prior M&A transactions and provided due diligence support on several projects, which included reviewing a large number of contracts and organizing them under significant time pressure. She designed, created and maintained databases to manage the group's caseload and significantly improved the efficiency in completing over 1,000 procurement contracts a year. Angela now oversees a team of two paralegals and has demonstrated her ability to be a thoughtful and effective manager.



## **Carlitos Datuin**

*Principal Project/Program Manager, Information Security  
Client Technology Solutions  
Somerset, NJ*

Carlitos consistently demonstrates the company's values. His contributions to many critical initiatives, including IT Senior Information Risk Officer management, IT-Capability Maturity Framework and the Global Phishing Campaign, to name a few, show that Carlitos fully dedicates himself to the task at hand and strives for success. He is an avid proponent of teamwork to achieve excellence and tangible value for our clients while keeping risk reduction efforts as his top priority. He fosters collaboration across technology, businesses and external clients to ensure that all achieve their goals. Carlitos has developed a strong culture of learning to keep pace with the changing technologies and business dynamics. He exemplifies a learning culture by participating in internal and external training activities, as well as obtaining an expansive set of valuable certifications. He continues to expand his technical and business expertise by actively engaging leadership, colleagues, industry peers, financial academies and professional networks.



## **Matt Deakin**

*Manager, Bridgewater Derivative Reconciliation Team,  
Asset Servicing Middle Office Solutions  
Client Service Delivery  
Manchester, UK*

Matt has achieved excellence in client service standing ready 24 hours a day to resolve business challenges and needs. He played a significant role in creating and bringing the Manchester Bridgewater reconciliation team to where it is today, with it performing at a very high level. While Bridgewater is based in Orlando, Matt works tirelessly to ensure that he and his team accomplish as much as possible before the start of day in the U.S., leading to a smooth transition and a more general spread of deliverables for both sites. Matt takes ownership for his work, setting an example as a manager and implementing many process improvements that have made a meaningful difference in both accuracy and turnaround time. He constantly looks for ways to enhance both systems and processes to improve overall effectiveness and efficiency in meeting deadlines and service level agreements.



## **Paddy Dobbs**

*Senior Manager, Fund Accounting,  
Alternative Investment Services*  
Investment Services  
Wexford, Ireland

Paddy's steadfast dedication to clients is demonstrated through his proactive nature and high standards of service. Paddy has taken the lead on a high-profile strategic project that will allow Alternative Investment Services to demonstrate its execution capabilities for large high-volume systematic trading firms. Paddy is a team player who always jumps in to help his colleagues and the local management team by taking on additional projects outside of his direct responsibility. A trusted partner, Paddy is the Preapproved Control Function, through the Central Bank of Ireland, for BNY Mellon's Wexford site. Paddy manages a team of 30 across multiple locations and goes to great lengths to recognize and celebrate their achievements. His sincere appreciation for their contributions has led to a highly engaged team that is motivated to deliver outstanding client service.



## **Joseph Fischer**

*Head of Business Intelligence, North America Distribution*  
Investment Management  
Uniondale, NY

Joe embodies our company values and is focused on delivering innovative solutions for our business and the Play to Win. A strategic priority for BNY Mellon, Joe continues to be a key contributor in the strategy, implementation and execution of the build out of the Dreyfus Distribution capability. Joe has worked with sales leadership and senior management to redesign and optimize all of the Dreyfus Intermediary wholesale territories. This approach utilized various internal and external data sets, ensuring the new structure provided the delicate balance of optimizing the opportunity set, productivity and geographic dispersion, while minimizing any negative impact on existing client relationships. Working through many variables and with key stakeholders, Joe restructured and optimized the new Dreyfus sales territories ahead of schedule with minimal impact to revenue and existing relationships. Above all, Joe always approaches his work with a smile, a "can do" attitude, and humbly credits the broader team over his individual efforts every chance he gets.

## **Anne Flowers**

*Senior Audit Project Leader, Audit Client Service Delivery*  
Audit  
Dallas, TX

Anne has established herself as a consummate team player. She is viewed as a skilled organizer and communicator who successfully managed large-scale, cross-team projects and initiatives across Global Internal Audit, reaching beyond her current role. Her balanced demeanor and organized communication have resulted in the successful delivery of significant initiatives including horizontal audits and pre-implementation projects. Anne embraces each and every new opportunity with excitement and enthusiasm and looks forward to supporting her colleagues across the team. She continuously seeks out additional responsibilities above and beyond her defined role to exceed expectations.



## **Diana Franco**

*Business Planning Manager, Pershing*  
Investment Services  
Jersey City, NJ

Diana works tirelessly to ensure that Pershing's strategy is translated into actionable business plans. She designed and implemented improvements to the planning process, including quarterly reporting to Pershing's Executive Committee, greatly improving transparency and agility in Pershing's planning process. Diana drove a significant increase in collaboration between business units to ensure that key strategic initiatives had well-defined resource and business partner plans, along with explicit budget and technology needs. She has led many efforts to communicate Pershing's strategy to its employees, clients and key stakeholders. Through extensive research, she ascertained where Pershing currently plays a role in the advisor/investor journey and where it has an opportunity to make a value-added difference in the future. Diana is also an outstanding corporate citizen volunteering her time as a Wellbeing champion. She is also a member of the Global Strategy, Marketing and Communications engagement task force and the Pershing Connect program.



## **Brian Franklin**

*Relationship Manager, Wealth Management*  
Investment Management  
Pittsburgh, PA

As Relationship Manager, Brian was assigned a high-profile position with some servicing issues that had the attention of Executive Management when he joined the Pittsburgh Family Office in July 2015. Within a few months, Brian grasped the complex structure of the company relationship, and took the lead in working with the client. With his manager's approval, Brian independently scheduled meetings with the client and proposed solutions, which ultimately resolved the servicing issues. Brian gained the trust of the senior staff and became the main point of contact in the Pittsburgh Family Office. Brian has also taken on a leadership role in the Pittsburgh office and often assists other members of the client service team. He has participated in many client calls and in-person meetings to assist his colleagues in finding solutions. Brian exemplifies our company core values and has done an extraordinary job at enhancing the client experience.



## **Tova Friedman**

*Distributed Application Developer, Client Experience Delivery*  
Client Technology Solutions  
Jersey City, NJ

Tova demonstrates superior technical leadership through her vital contributions to all facets of the of NEXEN Gateway lifecycle. She exemplifies passion for innovation and fully dedicates herself to delivering solutions that advance BNY Mellon as a technology leader. Even with all of her personal success, Tova's primary focus has always been achieving results as a team, not striving for individual recognition. Her partnership with others has enabled a diverse set of users to leverage the NEXEN Gateway, and her leadership has empowered her colleagues to consistently deliver enhancements to the platform. She has become an expert, reliable mentor and trusted ally for the countless employees who engage with the NEXEN Gateway. Her impact on building the foundation of the NEXEN Gateway will be felt for years to come.



## **Michael Gaab**

*Senior Compensation Consultant,  
Compensation and Benefits*  
Human Resources  
New York, NY

As a Senior Compensation Consultant for Client Service Delivery, Michael consistently stretches beyond the scope of his day-to-day role to drive projects outside of his client group. This year, he contributed to several initiatives across the globe, providing data and insights into attrition and proposing solutions for retention. Through his innovative thinking and reliance on data, Michael also works diligently to strengthen our focus on a pay-for-performance culture. He offered excellent recommendations for linking performance to pay by modeling globally consistent year-over-year incentive increases based on performance ratings. In addition, he independently provided outstanding analysis and guidance for setting aside additional budget for our entry-to-mid-level employees, which is driving positive retention. Michael also serves as a core member of the job architecture project team and was a member of the initial change management and communications workstream for our HR Transformation.



## **Sandeep Gawade**

*Operations Manager, Global Institutional Accounting*  
Client Service Delivery  
Pune, India

Sandeep champions innovation in many of the projects he leads. Sandeep currently manages the Robotics initiative in Client Service Delivery and has been instrumental in implementing the first Bot in Global Institutional Accounting. Sandeep played a key role in successfully transitioning the GIA operating model to the functionalized model without any major issues. Sandeep is highly regarded and valued across the company for his technical knowledge as well as his subject matter expertise in Global Institutional Accounting. Additionally, Sandeep has taken time out of his schedule to lead important technology initiatives that are generating significant automated improvements and efficiencies in our organization. Sandeep has taken the organizational lead in working with the RPA Center of Excellence to initiate GIA's first three Robotics projects. Sandeep is actively involved and encourages his team's participation in Community Partnership activities such as food and blood drives.



## **Jeffrey Gross**

*Department Manager, Structured Funds*

Client Service Delivery

Brooklyn, NY

Jeff delivers both high-quality client service and outstanding transformational project work that have produced successful outcomes for the business. He leads and manages transformation projects that span the globe and involve the development of offshore workflows, training, procedures and oversight of newly developed teams. Jeff is an exceptional agent of change and is responsible for the business side of many system migrations, system enhancements, client onboarding, and organizational initiatives. He continually looks for ways to increase revenues and decrease expenses by reviewing processes and services and identifying cost-effective ways to work with vendors. Jeff leads by example through his ethical conduct and focus on managing risk and his constant evaluation of the control environment. His leadership and focus on mitigating risks and process improvements have resulted in innovative solutions for both our clients and our internal teams.



## **Zorine Hee**

*Client Services Manager, Asset Servicing*

Investment Services

Singapore

Zorine has accumulated a breadth and depth of experience over the course of her career and has demonstrated capabilities in risk assessment, collaborating both across and within business lines to effectively deliver workable solutions for clients. Zorine consistently receives praise for her high standards of managing and servicing high-touch clients with prompt responses and solutions to their immediate needs. She also exercises strong judgment and manages expectations both internally and with external clients. As a team manager, she leads by example and raises the bar on client service delivery. She continually guides her team and is the “go-to” person for communication matters involving the servicing group within the region. In addition to her core responsibilities, Zorine has been actively involved in the Diversity and Inclusion Council since 2014 and enthusiastically participates with her team in the region’s Employee Engagement Committee’s events.



## **Orla Heery**

*Team Leader, Corporate Trust*  
Investment Services  
Dublin, Ireland

Orla is the true embodiment of client focus demonstrated by the deep, substantive relationships she builds with her clients. She plays a leadership role in many initiatives to increase automation and improve client service which has resulted in greater client satisfaction. Orla has taken it upon herself to 'roadshow' her vision for client service. Her presentation on Client Service Excellence raises the bar on client-focused teams to drive flawless execution, responsiveness and effective communications both internally and externally to ensure an enhanced client experience. As a team leader, Orla ensures that her team members understand both the mechanics of the deals that they service day to day and that they are relentlessly responsive to their clients' needs. Orla fosters inclusion within her team and motivates them to excel and consistently deliver an exceptional client experience.



## **Andrea Hunter**

*Senior Analytics Analyst, Corporate Trust*  
Investment Services  
New York, NY

Andrea plays an integral role as a project and application team leader in supporting key clients. Her extensive knowledge of her clients and the applications that support them enables her to provide a superior client experience for them. She assisted an important client in pre-planning the design of multiple applications used to modernize and enhance their client experience. Andrea is highly regarded as a trusted advisor who gives candid input and always seeks to find the best solutions for her clients' needs. She has an excellent relationship with her clients who often call her for her advice and insights. As a team leader, Andrea is also highly committed to fostering a diverse and inclusive environment at BNY Mellon. She has developed a strong and diverse team of seven to whom she serves as a coach and mentor.



### **Tim Ishida**

*Manager, Data Analytics Team, Securities Finance Markets*  
Pittsburgh, PA

Tim consistently provides outstanding Data Analytics support for the Securities Finance business. Tim's team automated over 50 manual client service tasks associated with bespoke client report generation, and they provide key sales support by generating over 300 accurate pro forma revenue estimates each year. Tim is a key subject matter expert representing our business and provides crucial analysis during times of market stress, sovereign or counterparty default, and regulatory audits and simulations. Tim's client focus, leadership and dedication significantly contribute to the year-over-year revenue growth in Securities Finance, and to providing a safe and sound operating model for our business and clients.



### **Ranjani Iyer**

*Strategy Implementation Lead,  
Global Securities Service Delivery  
Client Service Delivery*  
Pune, India

Ranjani works extensively across the company to align leaders from various lines of business on Client Service Delivery goals. She is able to meet tight deadlines in compiling relevant and meaningful metrics that help inform CSD's strategy and business initiatives. She has earned a reputation for taking action and delivering results that bring value to the enterprise. Ranjani is willing to take on projects and step into roles outside of her expertise and as a result, she has built great credibility with senior leaders for her ability to navigate through complexity and resolve issues quickly. She works with technology to make tactical changes and with the client service teams to identify solutions to change client behavior. Using data, she poses smart questions to CSD managers and challenges them to focus more on data to improve productivity.



## **Sakkaravarthy Jeyabalan**

*Manager, Application Development, iNautix*  
Client Technology Solutions  
Chennai, India

As a Development Manager of the Global Custody and Cash Systems group, Sakkara manages projects for the key International Money Management System (IMMS) Application. Over the past year and a half, Sakkara has led the effort to enable IMMS to handle higher volumes of transactions. By nearly tripling the number of transactions able to be processed per minute, Sakkara and his team have increased processing capacity to better serve BNY Mellon's clients. Given the extremely high criticality of the IMMS application, this initiative was a complex and difficult endeavor. Sakkara's expertise, leadership and attention to detail led to successful code changes, some affecting the core process itself, in a high-risk environment. To mitigate this risk, Sakkara and his team meticulously planned the effort and executed it with extreme care, facing considerable pressure. He tirelessly coordinated with cross-functional teams to ensure all stakeholders were fully informed throughout the testing and implementation phases of the project. When faced with monumental challenges, Sakkara has demonstrated that he can deliver excellence under pressure.



## **Warren A. Johnson Jr.**

*Lead Manager, Incident Management,*  
*Technology Services Group*  
Client Technology Solutions  
Freeport, PA

Warren embodies the values of BNY Mellon and the Technology Services Group. He is incredibly dedicated and hardworking, exudes a positive attitude, drives efficiency, manages risk effectively and ensures resiliency. Warren works tirelessly to ensure that technology incidents are immediately addressed and resolved, and is constantly in the forefront leading the recovery efforts. He consistently goes above and beyond to ensure the availability of our network services for our business partners and clients. His hard work, attention to detail and selflessness protect the company's financial position and reputation every day. Warren consistently puts the needs of the company and its clients first and is devoted to the development of the employees he oversees.



### **Sarah Keeley**

*Group Manager, Enterprise Client Onboarding and Tax  
Client Service Delivery*  
Manchester, UK

Sarah has played a key leadership role in several regulatory, compliance and business initiatives impacting the Enterprise Client Onboarding & Global Tax Operations team. With her relentless focus, Sarah commits and follows through in meeting the aggressive deadlines that each project requires. Sarah was instrumental in the migration of EMEA-based Asset Servicing clients to Global Securities Processing (GSP), leading the team responsible for mapping and instructing of over 3,000 accounts on GSP. She worked closely with clients and their third-party investment managers to ensure the transition was seamless. Sarah is very focused on delivering exceptional client service. Sarah takes ownership of the account and market opening process from start to finish, working closely with internal teams to ensure deadlines and deliverables are met. Sarah works closely with her team to ensure they are equipped with the knowledge and understanding of the organization they need to be able to add value to the client experience.



### **Lauren Kozora**

*Principal, Collateral Funding and Trading,  
Pershing Prime Services*  
Investment Services  
Jersey City, NJ

Lauren leads by example and sets a high bar for other traders to emulate. She tackles issues or opportunities when they arise and proactively drives the effort to address them. Lauren uses her multiple talents to produce very tangible results. She created daily, detailed analytics that Pershing Prime Services now uses to find and monetize revenue opportunities that were not previously apparent. She also developed an algorithm that culls through tens of thousands of securities to target those with the highest potential to generate lending revenues. Lauren is a member of the Manager's Advisory Council and as the Women's Initiative Network Jersey City Co-Chair, she is focused on business development and talent retention. She is committed to the firm's diversity initiatives and is a dedicated mentor to others.



## **Jency Kuruvilla**

*Specialist Developer,*  
*Pershing Client Technology Solutions*  
Investment Services  
London, UK

As a key developer supporting the Trading Platform and Nexus Web Services, Jency has played a significant role in onboarding new clients and maintaining strong partnerships with BNY Mellon's Platinum Clients. Jency steps up willingly to support projects outside her area of expertise and learn the skills required to perform that work. When she was asked to support the development of Nexus Web Services (NWS) 3, she took the initiative to acquire knowledge of both the technical and business aspects of the project. She played an instrumental role in the timely and quality delivery of NWS 3, which enriched the company's partnership with clients and improved customer satisfaction scores. She is strong team player with excellent client focus and a key role model for her colleagues.



## **Jun Liu**

*Manager - Model Risk, Model Risk Management  
Risk and Compliance  
Pittsburgh, PA*

Jun was a significant part of the bedrock for CCAR in 2016, by overseeing and managing the approvals of credit and operational risk models. Jun's devotion throughout the process was unmatched. While challenging the firm's modelers to reach a greater standard, she prepared them to speak with regulators, helping them achieve a better understanding of their own work. Jun was instrumental in identifying and resolving an area of over conservatism that could have made BNY Mellon's capital look insufficient, and she quickly learned new concepts not often used in the discipline, and led her team in applying them. In the end, Jun convinced the modeling team to relax the unneeded conservatism, making BNY Mellon's submission more accurate and true to the firm's risk. In addition, Jun was key to the approval of the firm's operational risk model. Because she understood the weaknesses in the area better than most, Jun worked to develop a range of alternative models against which she could compare results. Armed with this evidence, her discussion with the Federal Reserve was instrumental in helping regulators become comfortable enough to allow us to pass CCAR. With CCAR complete, Jun immediately switched to support the Model Risk Management Group's closing of its own MRIA, where she helped invent a process in which MRMG could work with the Lines of Business to efficiently review models without increasing overhead. Jun's superior dedication, collaboration, and thoughts on innovation have been an asset to the company.



## **James P. Marks**

*Group Manager, Application Development,  
Investment Services Technology*  
Client Technology Solutions  
New York, NY

Jim delivered a highly automated, scalable and flexible derivatives outsourcing automation solution for the Derivatives Services Group, which is a valuable addition to the BNY Mellon product portfolio. His contributions to the Derivatives Life Cycle (DLC) Summit product, along with his many other accomplishments, demonstrate leadership, client focus and collaboration skills that serve as a model for others to follow. Jim is committed to placing shared goals above his own self-interests. His client-first orientation ensures he always finds a way to accommodate clients and effectively address their needs. Jim is viewed as a trusted partner by his clients and continually works to strengthen relationships across the company. He has also endeared himself to his team by openly sharing information, mentoring, challenging and motivating them, and recognizing their accomplishments. His work ethic inspires dedication from his staff and his team excels under his attention to attracting and retaining top talent.



## **Alex Mermanishvili**

*Architect, Application Development,  
Investment Services Technology  
Client Technology Solutions  
New York, NY*

As a Technical Architect for the Depositary Receipts Systems group, Alex served as the Technical Project Leader of the Sybase to SQL Server migration initiative. Alex's efforts helped overcome many challenges throughout the project, including the conversion and testing of more than 3,000 Sybase objects, Java programs and batch jobs. By creating several auto-conversion and auto-comparison scripts, he was able to speed the conversion schedule by reducing the amount of manual effort needed. Alex was also a key contributor to the retirement of Lotus Notes. Because the application was heavily used to handle the client establishment process and consisted of more than 50 client documentation forms, retirement was a challenging and complex undertaking. Due to Alex's innovative yet simple approach to building a basic framework for creating the client documentation forms, the project was successfully completed two years ahead of schedule. This framework was also used as training material to transfer Lotus Notes skills to Java. Alex's technical expertise, dedication and creative outside-the-box thinking have been instrumental in shortening the time-to-market for two major initiatives to retire outdated software, which have provided considerable value and cost savings to the business. His enthusiasm for sharing knowledge and collaborating with colleagues to deliver results has earned Alex considerable respect among his colleagues.



## **Suresh Naik**

*Team Leader, Global Fund Accounting Support Services - U.S.  
Fund Accounting (Reconciliation)*

Client Service Delivery

Pune, India

Suresh is a culture carrier who embodies BNY Mellon's core values and achieves excellence in client service delivery. Suresh was instrumental in the successful migration of existing funds from Pune to Chennai considering dual location strategy. His end-to-end planning and domain expertise contributed to the seamless knowledge transfer between both locations. Given the complications around this knowledge transfer, Suresh conceptualized a Live Streaming Training plan that helped the team complete the knowledge transfer quickly and efficiently. Suresh has played a key leadership role in the My Career My Way professional development program for the U.S. Fund Accounting Florida group. He helped many of his team members develop their interpersonal skills and functional expertise, grooming them for the next level of their career. Suresh is also active in Community Partnership events, leading his team in fundraising efforts for education and traffic awareness.



## **Balaji Navaneethasundaram**

*Senior Development Manager, iNautix*

Client Technology Solutions

Chennai, India

### **Chairman's Stars**

#### COMMUNITY PARTNERSHIP

Balaji has played a vital role in the community partnership activities carried out by iNautix for the past 12 years. He has consistently made significant and profound contributions. For example, during the Chennai Floods in December 2015, he took leadership for setting up community kitchens at three flood-affected villages, benefitting around 600 villagers and involving 200 employee volunteers. He volunteered for the cleaning up of the Little Flower Convent Higher Secondary Schools for the Deaf and Blind and prepared and distributed food for the hundred employees who were marooned at the iNautix office premises. He was instrumental in the assembling and setting up of 900 desktops in 47 schools. This initiative involved around 70 employees and 450 team hours. Balaji has been consistently heading Project Wings for the last eight years, which establishes computing environments and strengthening computer education at institutions that cater to the underprivileged children. He has additionally played a lead role in projects aimed towards conservation of our environment and participates in every one of the community partnership activities at iNautix.



## **Kimberly Reed**

*Group Manager, Project/Program Management,  
Strategy and Administration*  
Client Technology Solutions  
Pittsburgh, PA

Kim is the driving force behind delivering project and program management excellence. As manager of the Client Technology Solutions PMO, she has continually raised the bar and delivered improvements to enterprise-level project management and governance. Kim sets a standard for being an exemplary manager and contributor, while also serving as a change agent and bringing out the best in others. By engaging others across the company, Kim has driven enterprise-level project and program management excellence. She has also become recognized as an “internal consultant” to management and business partners, applying her broad knowledge and experience to help them advance their goals. Kim’s leadership is evident in her many contributions in the program and project management space. Her foresight, execution skills and ability to clearly communicate a vision have produced many valuable enhancements to project management. In all that she does, Kim demonstrates a strong work ethic, servant leadership and commitment to continual improvement.

## **Cat Robertson**

*Asset Servicing Global Operations Control Management  
Information Systems and Projects Unit Manager,  
Control Management  
Client Service Delivery  
Edinburgh, Scotland*

Cat's passion, knowledge of risk management and project management skills have been instrumental factors in driving the risk culture initiative across Client Service Delivery. She led a number of workstreams under three key themes: Tone from the Top, Accountability, and Risk Competence and Knowledge. Her razor sharp focus on the client added substantial input to the formulation of the CSD plan. Cat played a leadership role in CSD's collaboration with the Operational Risk team to develop 19 CSD wide 'standard' risks. This resulted in a consistent method of organizing and measuring key risks to CSD and determining the key controls in which to mitigate and manage them. Cat spends her personal time educating and explaining things to others so they can meet their deliverables correctly and perform to the highest standards of excellence. She continually goes above and beyond in ensuring that the highest and most impactful results are achieved.



## **Evan Rosenberg**

*Strategy and Implementation Senior Analyst,*  
*Investment Services Business Excellence*  
Investment Services  
Philadelphia, PA

Evan consistently delivers high levels of performance and takes the personal initiative to drive projects that create additional value for BNY Mellon. Evan took the lead role in developing and designing the core revenue capture management system for Asset Servicing. He re-initiated a campaign around the direct brokerage product offering, after an initial run of the program last year. Evan also designed the insurance accounting product campaign, providing the front office with a roadmap for identifying prospects for the insurance accounting platform. Evan approaches these challenges with great seriousness and thoughtfulness, always relying on data and anticipating questions and concerns. He is able to translate his ideas into programs that can be executed within the business. He coaches and mentors his colleagues on product campaigns and technology development initiatives, passing on his very valuable insight and inspiring all of those around him to perform at their very best.



## **Jessica Rutledge**

*Marketing Associate, Amherst Capital*  
Investment Management  
New York, NY

Jessica joined BNY Mellon Investment Management in December 2013 as Project Coordinator on the Business Strategy and Development Team. In this role, Jessica actively pursued opportunities to engage with Investment Management's global communications and marketing teams and volunteered to take on projects in addition to her daily responsibilities. In May 2015, Jessica joined Amherst Capital as an Associate in Marketing and Communications, and was just the third person to join the startup, which was formed by the Business Strategy team. In her new role, Jessica took on a broad range of marketing, sales and communications-related projects alongside the senior leadership team. Her biggest undertaking was leading the development and approval of Amherst Capital's library of marketing materials as the business prepared to go to market. In addition, Jessica has spearheaded a number of initiatives including the development of Amherst Capital's brand narrative and public relations plan, its current website redesign, and events and sponsorships. Jessica was promoted to AVP of marketing and communications in early 2016.



## **Joyetta Satiah**

*Financial Controller*  
Finance – Controllers  
Rio de Janeiro

Over the past three years, Joyetta has accepted assignments in Pune and Chennai, India, and Rio de Janeiro, and her strategic contributions have made a lasting impact in all three locations and beyond. During her year in Pune to assist in training and quality assurance of the reconciliation process, she took it upon herself to travel to other Asia Pacific offices to conduct the same review and share best practices with the local teams. Joyetta returned home to New York only briefly before accepting a six-month placement in Chennai, where she assisted in the transition of work to the Global Delivery Center, a high-priority project with a bottom-line impact. In Rio, she has taken on a two-year assignment to assist with the remediation plan and support process changes. Joyetta's actions demonstrate selflessness, team spirit and a true commitment to BNY Mellon's clients and the company.



## **Joseph Arockia Sebastian**

*Business Continuity Planning Assistant Manager,  
Risk Management*  
Risk and Compliance  
Chennai, India

Joseph demonstrated his deep personal and professional commitment to Business Continuity and Leadership during a crisis of the magnitude of the Chennai Flood of December 2015 to January 2016. He dedicated himself to staff safety, business continuity and recovery efforts. He ensured no clients were impacted during the emergency by being agile on the ground, assigning BR Seats at iNautix facilities in a dynamic daily changing environment. Joe is part of a team which believes that business continuity is all about monitoring, anticipating, and planning. Joe is also committed to Employee Engagement and Diversity & Inclusion. Joe is an active member of the Core Committee of the HEART BRG, India Chapter. Joe was a keynote speaker at the D&I Symposium held in Chennai for BNY Mellon India. He also actively supports event organized by Utopia – which is our Employee Engagement initiative. Joseph is actively involved with our Community Partnership program and has supported events for Charity Partners – MSSSI, Sevalaya and MSPC in our Chennai location. Being an avid sportsman and enthusiast, Joe has participated in several sporting events representing BNY Mellon India, in the Corporate Olympiad.



## **Olu Sofoluwe**

*Model Office, Team Leader, U.S. Fund Services*  
Client Service Delivery  
Wilmington, DE

Olu continually outperforms in his role as a team manager providing coverage for the Eagle Star Accounting Platform. Olu's deep technical expertise and aptitude in accounting significantly add to the accuracy and turnaround times of his unit's reprocessing activities. Olu is the consummate team player, always collaborating with the business to identify innovative solutions to operations challenges. A trusted systems expert, Olu always makes himself available to his colleagues and his management team for issue resolution. He has developed a team of focused and dedicated domain experts, who like Olu, are focused on high-quality deliverables and working collaboratively with the business to deliver maximum benefit. His relentless pursuit of excellence makes him an exemplary model of high achievement.



## **Bart Stires**

*Portfolio Analyst, Standish Mellon Asset Management*  
Investment Management  
Boston, MA

Bart is a Portfolio Analyst on the Global Fixed Income team at Standish, which involves working as the key interface of the investment management team with the broader firm. On any given day, Bart will set up trades to manage cash flows in the funds, monitor compliance with fund guidelines, interface with the client service team to respond to client requests, attend investment meetings to keep up with the team's investment views, and ensure consistent positioning across the broad group of global portfolios. Bart has been a key contributor in seamlessly managing the investment of cash flows in the Dreyfus/Standish Global Fixed Income Fund. Given the focus on the Global Fixed Income product over the past year, there has been a tremendous amount of activity in onboarding new clients, managing cash flows and responding to requests for information from all facets of the organization. The global nature of the product as well as the global nature of the client base has meant many long hours including nights and weekends where Bart has offered his help to deliver for clients. Bart stands out through his contribution to the team, dedication and work ethic, and serves as an extraordinary role model. Thorough and thoughtful in his work, Bart is always willing to take ownership of tasks, even those that may not be his direct responsibility. Bart consistently overdelivers and is always open to constructive feedback.



## **Malcolm Struthers**

*Project Manager, Global Operations*

Client Service Delivery

Manchester, UK

### **Chairman's Stars**

DIVERSITY AND INCLUSION

Malcolm consistently demonstrates leadership towards BNY Mellon's commitment to Diversity and Inclusion within Manchester and beyond. Malcolm unwaveringly supports all employee resource groups and broader priorities. He has been instrumental in helping to shape Manchester's diversity and inclusion agenda and transforming it into reality. Coupled with this, Malcolm regularly supports the EMEA Office of Diversity & Inclusion in their projects and EMEA communications in the planning of regional Diversity & Inclusion messages. These efforts are above and beyond the scope of his daily role. Malcolm continues to chair the Manchester Employee Resource Group (ERG) "Co-ordination Group." The purpose of the group is to bring together the Manchester ERG chapters to ensure all members and group leads operate together, as well as take into consideration each other's priorities and strategies when executing their local plans. This model has been replicated in other EMEA locations. Malcolm has supported both WIN and HEART in mental health awareness efforts and book club events exploring emotional intelligence. BNY Mellon joined 'Creating Inclusive Cultures,' a collaboration of companies and employers who are committed to realizing, and to taking advantage of, the benefits of diversity and inclusion to truly position their cities as thriving business powerhouses. Earlier this year, Malcolm organized a large ERG fundraising event which raised over £3000 for the local charity partners of our resource groups. The event was a 24-hour cycling challenge in which staff and supporters were engaged to try to cycle the distance between Manchester and New York in a 24-hour period on spin bikes that were situated in both offices.



## **Daniel Sullivan**

*Investment Accounting Services Manager, Global  
Institutional Accounting and Risk Solutions*  
Client Service Delivery  
Manchester, UK

Through his relentless pursuit of excellence, Dan was a driving force in the successful completion of the migration of the accounting service for a large EMEA Pension Fund client, meeting short turnaround times and exceeding their expectations. Dan has taken on additional responsibility for all the other daily accounting deliverables serviced from Manchester and has implemented a detailed program of knowledge sharing and training to ensure that all business-as-usual processing continues to be harmonized and simplified wherever possible. He takes the time to develop his knowledge and understanding of his clients' needs so that he can serve as a collaborative and informed partner to them. He has built a very strong team that is highly engaged, committed, and that continually raises the bar on himself and his team, motivating them to keep going the extra mile.



## **Sandeep Sumal**

*Head of EMEA IM Administration, IM Governance*

Investment Management

London, UK

The Volcker regulations were the single most significant regulatory change impacting the Investment Management business in recent years. Sandeep personally led the global implementation project for Investment Management, including creation of an inventory of over 1,700 40 Act, Bank Collective, Foreign Public and Private funds, as well as reviewing all business to establish whether and where they had proprietary trading activity. Sandeep oversaw the development of policies and procedures to guide an 18-month conformance project to facilitate and ensure ongoing compliance for existing and all new products. Sandeep also established and facilitated a comprehensive governance process, guiding and supporting the Investment Management business through implementation and overseeing the final successful attestation process. Specific examples include the need to identify any current or prospective employee investments in covered or foreign public funds and establish eligibility; addressing the theoretical risk of advancement of credit by Pershing to Investment Management covered funds that could technically breach the regulations; and creating an inventory of all seed capital and monitoring of per fund and aggregate corporate limit adherence. Sandeep has performed beyond the call of duty in grasping difficult tasks, joining the dots across businesses and business partner functions, and communicating extensively and diligently throughout, saving the company substantial consulting expenses that might otherwise have been incurred.



## **Tiffany Tye**

*Product Manager, Treasury Services Global Payments*

*Product Management*

Treasury Services

Pittsburgh, PA

Tiffany is well known and highly regarded as someone who can be relied upon to gladly take on difficult and often urgent projects to achieve success, even when those efforts lie outside her core areas of responsibility and expertise. On numerous occasions over the past year, she has applied excellent critical thinking and strong execution and leadership skills to protect existing revenues, generate additional income and mitigate risk. And always, she can be counted on to act with the client experience at top of mind. Among her accomplishments, she led Treasury Services' efforts to protect revenue and promote a positive client experience by collaborating across businesses and teams to develop a concept for, research and map an FX Rate Monitoring process. Tiffany is a member of WIN and serves on the WIN Grow Mentoring Committee, she is also the president of the BNY Mellon Toast Masters club and a leader in the Vetnet Employee Resource Group.



## **Christine Uskuraitis**

*Supervisor, Middle Office Client Service Delivery*

Client Service Delivery

Pittsburgh, PA

Christine strives to delight her clients with a satisfying client experience and instills this goal within her team. Notably, she has demonstrated excellent management skills in the onboarding of new clients. She has also played a key leadership role in the successful implementation of multiple initiatives for existing clients and department projects. Christine has created a positive learning environment for her team; she shares her knowledge to ensure that they understand processes and procedures, while emphasizing the quality of service they deliver to their clients. She embraces change, emphasizes quality client service, and utilizes her knowledge to assist others in decision making. Christine brings high energy and enthusiasm to every project she undertakes and she collaborates with coworkers to improve processes and help them with their projects. She excels at identifying issues and arriving at solutions and she makes valuable suggestions, all while maintaining a collaborative and professional manner.



### **Morgan Vazquez**

*Senior Recruiter, Campus Recruiting & Pipeline Development*  
Human Resources  
New York, NY

Morgan joined BNY Mellon one year ago to manage the Emerging Leaders Program (ELP) and recruit top entry-level talent into Human Resources, Investment Management and Asset Servicing. Since then, she has elevated our Summer Analyst Program and Emerging Leaders Program to competitive standards by raising the caliber of talent to students with an average GPA of 3.6, compared to 3.0, previously. On top of her assigned responsibilities, she has contributed significantly to the Summer Analyst Program and supported our HR Transformation efforts. Morgan is a dedicated BNY Mellon brand ambassador and a champion of diversity and inclusion. She took a strong stand on identifying minority talent and working with the business to ensure diverse representation among our entry-level talent pool. Morgan also actively participates in several Community Partnership activities and is a core member of the planning and execution committee for the Association of Latino Professionals For America (ALPFA) conference.



### **Amit Vohra**

*Assistant Manager, Quality, Performance Excellence - India*  
Client Service Delivery  
Pune, India

Amit's client focus is of the highest standard as he addresses the business needs of multiple stakeholders. Amit led the improvement of many existing process; he established the Innovation Governance and deployment framework in Poland through a good practice replication from BNY Mellon India. His work on this project helped lay a foundation for strong collaboration between the India and Poland Global Delivery Center. He played a key leadership role in the deployment of Business Intelligence modules such as MyHelpdesk and MyRequest which has delivered value across the business and business partner functions across BNY Mellon India. Amit is relentlessly curious in questioning his clients so that he can develop a deeper understanding of their needs. He has also played an active role in mentoring colleagues and the certification of Asset Servicing's Six Sigma projects.



## **Charlotte Walker**

*Currency Administration Associate,  
Currency Administration Operations  
Markets  
London, UK*

Charlotte is always willing to expand her knowledge base and has consistently delivered excellence within Markets Operations. Charlotte's efforts have assisted with driving the business forward and supporting the Markets management team with challenging issues. She was instrumental in building the Global Markets Analytics Europe team and her analytical skills and timely and accurate reporting is applauded. Since beginning with BNY Mellon six years ago, she has stood out in her commitment, motivation and positive can-do attitude. Most recently Charlotte relocated to London to support building out the Currency Administration business.



## **Louis Warner**

*Governance and Control Analyst, Broker-Dealer Services  
Investment Services  
London, UK*

Louis demonstrates strong leadership in driving continuous process improvement to deliver excellence and achieve results. By understanding the importance of client service and constantly looking to improve the client experience, he successfully led the transition of the onboarding process in EMEA and Asia Pacific to BNY Mellon's Center of Excellence, removing a key dependency and providing clients with a consistent and robust onboarding service. He was also responsible for developing policies and procedures which further strengthened the first line of defense. His preparedness and knowledge not only earned him the respect of the senior staff globally but his resilience and dedication allowed the transition with minimum client disruption. He serves in the Reverse Mentoring Program and is a regional lead for employee engagement initiatives. Louis has played a key role in improving engagement within Broker-Dealer Services.



## **Nancy Webster**

*Sales Support Segment Manager, Asset Servicing*  
Investment Services  
Everett, MA

Nancy's role managing the sales partner team puts her directly at the center of many critical new business and retention activities for Asset Servicing. Collaborating across the enterprise, she plays a leadership role in many key RFP processes and onsite client presentations and she is often called upon to support more complicated endeavors. Through her detailed project planning and disciplined project management, Nancy works diligently to create the best client experience. She has the ability to both manage the details of an opportunity and execute on it – developing solutions and determining pricing that meets the client's needs. Her projects demand very tight deadlines and Nancy meets every one of them on time, delivering thorough, meticulously detailed work. Nancy is an effective leader and mentor to her team, frequently communicating with them about goals and deliverables and guiding them to achievement.



## **Muhammad Nabeel Zeeshan**

*Director of Digital Marketing*  
Corporate Marketing  
New York, NY

Nabeel has provided strategic leadership to major digital marketing initiatives that have transformed the way BNY Mellon's brand is represented online. He has contributed significantly to the ongoing design, development and delivery of bnymellon.com; the BNY Mellon Big Ideas iPad app and user experience; and BNY Mellon's first People Report in company history. Nabeel played an integral role in the launch of our internal Brand Center to ensure consistency and efficiency in how our employees develop content for their area of the business. Nabeel continues to also drive the evolution of our underlying digital technology platforms by spearheading efforts that include usability testing, search engine optimization, accessibility compliance and enhanced platform security. His tireless work ethic, strong attention to detail, relentless pursuit of excellence and collaborative style have made him an invaluable team member and expert resource within the marketing community at BNY Mellon.