



## TERRY AYERVE

### EDUCATION

- IESE Business School, Barcelona-Spain, **Global Executive MBA** — 2015-2016
- Frankfurt University of Applied Sciences, Frankfurt-Deutschland, **Bachelor of Science in Information Systems** – 2005-2010

### EXCERPT FROM MY PROFESSIONAL EXPERIENCE

#### **Project: Group-wide centralization of processes and systems including the replacement of systems and databases for the asset management of real estate funds**

**Strategy:** Digitalization, centralization of real estate funds and asset management

**Role:** Senior Project Manager

**Industry:** Financial services, asset management of real estate funds

**Client:** DWS Investment GmbH

Frankfurt, 03/2022 – 11/2023

- Expansion to all regions of a central application for real estate value management as a tool for the analysis and simulation of all asset-related management issues such as portfolio and asset management, real estate valuation, business planning, fund management, financial management and risk management in connection with real estate, the real estate portfolio and all (special) assets.
- Integration of Bank of New York Mellon's (BNYM) Yardi Engine to consolidate financial asset level information into a single reportable general ledger across multiple jurisdictions, accounting standards and asset types.
- Ensuring compliance with deadlines, functionality and quality

#### **Project: Centralization through the introduction of a DB Netz-wide standardized, new scheduling system including the necessary peripheral systems in Germany**

**Strategy:** Introduction of a centralized dispatching system

**Role:** Business Analyst / Management Consultant

**Industry:** Logistics

**Client:** Deutsche Bahn AG (DB Netz)

Frankfurt, 11/2021 – 03/2022

- Review & analysis of the existing documents/processes/contractual conditions/IT architecture of the S-Bahn Berlin timetable system.
- Gap analysis of the existing IT landscape with regard to the requirements.
- Development of an interview guide for a standardized survey of the requirements for the integration of the IT systems of S-Bahn Berlin into the PRISMA IT landscape.
- Development of a decision template

#### **Project: Expansion of the digital point-of-sale business of Barclays and Amazon in Germany and Austria**

**Strategy:** Expansion of the Amazon financing framework product in Europe

**Role:** Business Design Analyst

**Industry:** Financial services, financing, electronic point of sale (ePOS)

**Client:** Barclays Bank Ireland PLC Hamburg

Hamburg, 10/2020 – 12/2021

- Analysis of the existing processes regarding the financing framework of the strategic cooperation between the two companies in both countries.
- Gathering and managing the communication, financing, legal and regulatory requirements for the expansion of this product into Austria in a hybrid atmosphere with waterfall and agile methods.
- Integration of the largest credit bureau in Austria (KSV1820) into the bank's IT landscape in Germany
- Regular reporting of the project status to the program management

#### **Project: Group-wide sanctions training and communication**

**Strategy:** Training and communication strategy

**Role:** Senior project manager, training and communication manager

**Industry:** Financial services, compliance, AML, KYC, sanctions and embargoes

**Client:** Deutsche Bank AG

Frankfurt & London, 10/2017 – 02/2020

- Ensuring compliance with deadlines, functionality and quality
- Regular reporting of project status to program management
- Cooperation with supervisory authorities in the financial sector (e.g. Federal Reserve Bank of New York, Deutsche Bundesbank, Federal Financial Supervisory Authority (BaFin)).
- Implementation of training and communication strategies
- Analyzing and evaluating training and communication measures with a view to increasing performance and efficiency



### PERSONAL

- Married
- Born on April 25, 1982 in Quito-Ecuador
- Nationality: German and Ecuadorian

### SECTORS / INDUSTRIES

- Financial Services
- Aviation and Aerospace
- Logistics
- Public service

### SPEZIALISIERUNGEN

- Project Management
- Business Process Mgmt.
- Training Management
- Communications Management
- Business Analysis

### BUSINESS EXPERIENCE

- Retail banking, Credit Risk Mgmt., Online- & Mobile banking, ePOS
- Compliance (KYC, NCA, Name List Screening, TX Monitoring, Sanctions & Embargoes)
- Airport Management
- Police, immigration office & vehicle registration office

### CERTIFICATES

- GPM IPMA Level D
- Steinbeis BPM
- Prince2-, ITIL v3-, IREB – Foundation
- CVA, FRM, Six Sigma Black Belt \* (participation)

### LANGUAGES

- German (fluent)
- English (fluent)
- Spanish (fluent)



- Planning, preparation and implementation of training courses on sanctions and embargoes at all locations worldwide
- Management, optimization and implementation of communication activities via traditional and digital channels on the internal and external sanctions landscape.

**Project: Digitalization through new administrative software for the foreigners authority and vehicle registration office**

**Strategy:** Administrative modernization and IT transformation      **Role:** Project manager

**Industry:** Public service      **Client:** City of Munich - District Administration Department

*Munich, 10/2015 – 05/2016*

- Conception of an in-house project management tool with Excel for other projects in the state capital of Munich
- Conception and implementation of requirements management for the complete handling of business processes under aliens law without media disruptions using an electronic file.
- Existing status and process modeling in ADONIS for subsequent optimization in the vehicle registration authority
- Analysis of in-house production (make) or external procurement (buy) of a specialist procedure for the immigration authority
- Implementation of process, requirements and gap analyses

**Project: Merger of two large German banks - Compliance IT: "Know Your Customer"**

**Strategy:** Global integration of IT compliance after a bank merger      **Role:** Project Manager & Business Analyst

**Industry:** Financial services, compliance, AML, KYC, sanctions and embargoes      **Client:** Deutsche Bank AG & Postbank AG

*Eschborn, 03/2014 – 12/2014*

- Regular discussion of the project update and open questions with stakeholders from both banks
- Optimization of external lists for KYC/AML checks (World-Check, Thomson Reuters, Dow Jones, etc.) within PCR-Norkom
- Design and implementation of requirements management for the new NLS software
- Documentation of all errors, change requests, test cases and their status with the development and test team. (Confluence / Jira / HP Application Lifecycle Management)
- Analysis for in-house production (Make) or external procurement (Buy) or adaptation of one of the existing NLS tools from one of the two banks (PCR-Norkom or Embargoagent).
- Customer master data analysis (SQL)

**Project: Digitization of paper-based to digital product application forms in online banking & multi-mobile app strategy in retail banking**

**Strategy:** Digitalization and optimization of the online & mobile banking strategy      **Role:** Project Manager & Business Analyst

**Industry:** Financial services, online & mobile banking      **Client:** Deutsche Bank AG, Berliner Bank & Norsibank

*Frankfurt, 04/2013 – 12/2013*

- Regular discussion of the project update and open issues with stakeholders from all three banks and program management.
- Ensuring compliance with deadlines, functionality and quality
- Conception and implementation of requirements management for a homogeneous development platform and test processes for various mobile operating systems. (iOS/ Swift and Google Android/ Java / Apache / HTML5)
- Documentation of all errors, change requests, test cases and their status with the development and test team. (Confluence / Jira)
- Management and coordination of various suppliers (Zeros&Ones, SinnerSchrader, Uniquare, Next-Audience, Echternacht, GFT) in Germany and other countries (e.g. Spain, Czech Republic, UK)
- Development and implementation of software tests
- Solving problems with the integration of business applications, offline capability, caching and performance

**Project: Derivative Exposure System - Counterparty Credit Risk**

**Strategy:** Automation of risk assessment, compliance with Basel III regulations      **Role:** Project manager

**Industry:** Financial Services, Investment Banking - Counterparty Credit Risk      **Client:** Deutsche Bank AG

*Frankfurt, 12/2012 – 03/2013*

- I stood in for a colleague for four months during his parental leave. After just two weeks of training, I got to grips with the job independently and continued to manage the project team and external groups (customer and third parties) in a goal-oriented manner
- Ensuring compliance with deadlines, functionality and quality
- Regular reporting of the project status to the program management
- Creating a seamless transition when taking over the project
- Conception and implementation of requirements management for a modern matrix derivatives exposure system (Matrix-NG, DB Credit Default Engine (dbCDE), DB Aligned Risk Technology Reporting System (dbArtos), dbAnalytics) to support DB's risk department in order to become Basel III-compliant and to meet the requirements for the generation of market risk factors in addition to the current credit risk requirements.
- Documenting all bugs, change requests, test cases and tracking their status with the development and test team. (Confluence / Jira)



**Project: Real-time screening & transaction monitoring - payments**

**Strategy:** Integration of AML customer and payment screening  
**Industry:** Financial services, compliance, AML, KYC, transaction monitoring, sanctions and embargoes

**Role:** Project Manager & Business Analyst

**Client:** Barclaycard Deutschland – Barclays Bank Irland PLC Hamburg

*Hamburg, 01/2011 – 11/2011*

- Ensure that deadlines, functionality and quality are met
- Regular reporting of project status to program management in Germany and the UK
- Design and implement requirements management for the new way of auditing/screening new and existing customers and credit card payments (Oracle Enterprise Data Quality (OEDQ), Case Management Workflow Tool, Barclays Enterprise Middleware (BEM), SOAP over HTTPS etc.)
- Design and implementation of requirements management for the new way of auditing/screening transactions (payments).
- Management and coordination of various suppliers (Bancos, Staffware, Scalaris, Prime, etc.) in Germany and other countries (e.g. UK, India, etc.).
- Documentation of all bugs, change requests, test cases and tracking their status with the development and test team.

**Project: Introduction of an Erasmus loan operating system (LOS) "Paragon" for small and medium-sized enterprises (SMEs)**

**Strategy:** Loan system integration

**Industry:** Financial Services, Retail Banking - Lending

**Role:** Business Analyst

**Client:** Deutsche Bank & ABN AMRO

*Amsterdam & Sulzbach, 01/2011 – 11/2011*

- Analyze existing infrastructure, processes and tools for the management and control of tools, software and applications and their requirements in a global enterprise environment.
- Partner for information gathering and internal communication for IT, business and IT departments, software developers and developers and other internally relevant stakeholders.
- Create, update and manage high quality documentation on IT infrastructure, tools, software requirements and issues.
- Supporting the documentation of governance control objectives and control requirements.
- Creating use cases and business scenarios (incl. mock-up modeling and workflow design)
- Solving business application integration, offline capability and performance issues

**Project: Process management in the area of branch processing during the merger of two large German banks**

**Strategy:** Business process integration after bank merger

**Industry:** Financial services, retail banking - branch processing

**Role:** Process manager

**Client:** Commerzbank AG & Dresdner Bank AG

*Frankfurt, 04/2010 – 12/2010*

- Modeling, optimization and documentation of the customer and account-related business processes of both banks (ADONIS, TopEase)
- Analysis of existing processes with performance indicators for their measurement, control and monitoring
- Implementation of process portals for the approval of management reports and the design of controlling reports for project-related tasks in the area of banking services.
- Inclusion of processes for further analysis in order to set up new processes, model and coordinate target processes.
- Development of concepts, documentation and process descriptions

**Project: Management systems for quality; occupational safety and environmental protection**

**Strategy:** Airport Process management and quality assurance

**Industry:** Aviation, Airport Management

**Role:** Process Manager and Quality Management Auditor (ISO9001)

**Client:** Fraport AG & Hanover Airport

*Frankfurt, 12/2007 – 02/2010*

- Conducting internal audits to continuously monitor and optimize processes
- Implementation of requirements and gap analyses & development of concepts, documentation and process descriptions
- Modeling, optimization and documentation of business processes (ARIS)
- Support for certification (ISO 9001)
- Planning, preparation and implementation of training courses
- Development of recommendations for action based on the results of the certification or internal audit
- Inclusion of processes for further analysis in order to set up new processes, model and coordinate target processes.