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Professional Summary

Senior Business Analyst: Wholesale Risk Oversight & Data Governance

Senior Business Analyst adept at bringing together technical and non-technical teams to document software, processes, and infrastructure. Also experienced developing curriculum and providing technical and customer service training.

Work Experience

Senior Vice President, Banking and International Risk

Citigroup - New York, NY

December 2020-December 2025

- Served as the global point of contact for International Financial Reporting (IFRS 9) governance, audit, and technical inquiries worldwide.
- Shared insights on model methodology and reporting to support local country regulatory exams for the 121 legal entities in the IFRS 9 program.
- Led risk governance and oversight for the Wholesale Risk portfolio, serving as the lead for up to 50 external and internal audits per year to ensure compliance with enterprise policies and regulatory programs.
- Established and led highly-attended weekly PM forums, coordinating the efforts of global teams to drive BAU execution and embed Agile best practices as a Senior Project Manager and SME.
- Created an online portal to manage regional IFRS 9 development requests and to support budgeting, development, and testing.
- Worked with the domestic expected credit loss team (CECL) to identify pain points and condense the month-end reporting cycle by 25%.
- Created and supported a searchable FinTech Knowledge Base to leverage past work, reducing redundant requests during audits by up to 50%.

Business Analyst II, Director-level (Consultant)

Citigroup - New York, NY

November 2019-December 2020

- Collaborated with developers to write, supervise, and perform User Acceptance Testing (UAT).
- Performed SQL and Hyperion queries, analyzing key data quality metrics and responding to urgent data requests from the trading desk.
- Monitored Key Data Controls for Citi's Data Governance Group.
- Designed and developed an online system for requesting and evaluating Internal Risk Rating change requests, replacing the existing email-based process.
- Managed the remediation of regulatory issues identified by the Federal Financial Supervisory Authority (BaFin).
- Updated policies related to the Fundamental Review of the Trading Book (FRTB).

Senior Vice President, Model Governance & Control

Citigroup - New York, NY

January 2006-May 2019

- Managed business-critical Counterparty Credit Risk technology and process improvement projects, providing final approvals for release.

- Partnered with regulators at Federal Reserve Bank (FRB) and Office of the Comptroller of the Currency (OCC), resolving Matters Requiring Attention (MRAs) and co-hosting quarterly risk model performance reviews.
- Liaised between IT and the business, writing and implementing Business Requirement Documents (BRDs) and Functional Requirement Documents (FRDs) within SDLC and Agile frameworks.
- Boosted productivity by reducing time in meetings by 10% through the introduction of user-friendly SharePoint, JIRA, and Tableau dashboards and workflows.
- Streamlined responses to audit and regulatory queries by building a single web-based repository of technical documents, test cases, results, and approvals.

Senior Technical Writer / Trainer (Consultant)

Thomson Financial - New York, NY

May 2005-December 2005

- Wrote user documentation for Customer Relationship Management (CRM) system and other popular Book of Business billing and reporting tools, decreasing reliance on the help desk.
- Simplified user documentation for order management systems, reducing manual intervention.
- Identified gaps in training, creating courseware for sales, support, and contracts teams.

Senior Business Analyst (Consultant)

JPMorgan Chase Private Bank - New York, NY

August 2004-May 2005

- Re-engineered disaster recovery procedures for critical private bank applications, limiting downtime in the event of catastrophic data center failure.
- Performed comprehensive IT infrastructure assessment, streamlining incident and change management through new procedures consistent with Infrastructure Library (ITIL) standards.

Vice President, Business Analytics

Bear, Stearns & Company - New York, NY

July 2003-May 2004

- Accelerated the development and release of brokerage applications through project proposals, cost-benefit analyses, business requirements, functional specifications, and process documents.

Senior Technical Writer (Permanent, part-time)

NextiraOne/Williams Communications Solutions - Woodbridge, NJ

October 1996-August 2003

- Worked in partnership with the development team to design and write hardcopy documentation, WinHelp, and HTMLHelp for interactive voice response (IVR) and computer-telephony integration (CTI) applications.
- Documented programming utilities, ActiveX controls, APIs, and database structures.

Senior Technical Writer (Consultant)

Zurich Bank/Centre Solutions - New York, NY

August 2002-May 2003

- Wrote user documentation and online help for the Integrated Centre Environment (ICE), the firm's re-engineered master reserving and accounting system.

Senior Technical Writer (Consultant)

Citigroup - New York, NY

June 2000-April 2002

- Wrote or revised end-user documentation for Citibank's proprietary Securities Lending, Transaction Initiation, E-Reporting, and Clearance Activity applications.
- Developed Active Server Pages (ASP) using JavaScript and SQL databases.

Senior Business Analyst (Consultant)

Deutsche Bank/Bankers Trust - New York, NY

September 1998-April 2000

- Collaborated with the Training Manager on a "core curriculum" for the help desks.
- Developed curriculum for the Remedy and ServiceCenter trouble ticket management tools.

Senior Technical Writer (Consultant)

Citibank - Weehawken, NJ

September 1997-September 1998

- Documented call processing procedures and delivered training to help desk analysts.
- Developed detailed troubleshooting and process/procedure flow diagrams.

Education

Bachelor of Arts (BA), English and American Studies

Wesleyan University - Middletown, CT

Technical Skills

- Professional Scrum Master (PSM), Scrum.org
- Data & Reporting: SQL, HTML5, Oracle Hyperion, Tableau
- Project Management & Governance: Atlassian Confluence / JIRA, SharePoint, HP Quality Center
- Other Tools: Microsoft Office Suite, Adobe Acrobat Pro, UNIX

Links

<http://www.linkedin.com/in/chrisgahl>

<http://www.riskba.com>