

CHRISTOPHER PELLINO

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Senior Operations Executive | Operational Transformation | Enterprise Operations | Organizational Effectiveness

EXECUTIVE PROFILE

Operations executive with a proven record of modernizing organizations by transforming legacy operations into efficient, customer-focused, and technology-enabled business environments. Partnered with executive leadership to improve operational performance, strengthen governance, and implement strategic initiatives that enhanced customer experience while positioning the organization to compete more effectively. Progressed from frontline banking into executive leadership by identifying operational challenges and delivering practical solutions that improved efficiency, reduced manual work, and strengthened organizational performance.

SIGNATURE ACHIEVEMENTS

- **Operational Transformation & Digital Modernization:** Reduced paper-based customer documentation by approximately 95% through enterprise adoption of DocuSign; digitized legacy customer files and integrated searchable documents into Fiserv DNA using Nautilus software; designed and implemented approximately 50 automated operational and customer forms; created the Patriot Bank Resource Center.
 - **Business Impact:** Helped position Patriot Bank to compete more effectively with larger institutions while strengthening its competitive position among community banks.
- **Enterprise Operations Leadership:** Supported operations across 8 branch locations; governed approximately 225 enterprise policies, procedures, and operational forms; supervised 8 Branch Managers, the VP of Retail Operations & Training, and the AVP of Retail Audit & Compliance.
 - **Business Impact:** Standardized operations and improved consistency across the branch network and increased audit scores.

CORE EXPERTISE

Operational Transformation • Enterprise Operations • Organizational Effectiveness • Operational Excellence • Multi-Site Leadership • Business Process Improvement • Operational Governance • Change Management • Cross-Functional Leadership • Leadership Development • Project Leadership • Customer Experience • Business Continuity • Vendor Management

PROFESSIONAL EXPERIENCE

Patriot Bank - Senior Vice President – Director of Retail Operations and Corporate Security

Highlights

- Partnered with executive leadership to improve operational performance, customer experience, and strategic initiatives.
- Modernized branch operations through digital transformation initiatives that reduced manual processing and improved competitiveness.
- Led implementation of DocuSign, transitioning approximately 95% of customer documentation to secure digital workflows.
- Designed and implemented approximately 50 automated forms within Fiserv DNA.
- Led digitization of legacy customer files and integrated searchable documents into customer and account profiles within Fiserv DNA.
- Created the Patriot Bank Resource Center for enterprise knowledge management.
- Business project lead for deployment of 13 ITMs, 9 cash recyclers, Zelle integration, Ascensus integration, digital banking enhancements, ADA initiatives, and branch acquisition/opening/closure projects.
- Partnered in the development and successful launch of Patriot Bank's centralized Call Center, designing operational processes, policies, procedures, and knowledge resources that supported customer service delivery, Virtual Teller operations, and enterprise operational consistency.
- Directed branch operational audits and governance of approximately 225 policies, procedures, and forms.
- Reviewed overdrafts, cash differences, supervisor overrides, fraud, and complaints to identify trends and strengthen controls.
- Served on the Elder Abuse Committee and partnered with Fraud leadership as Corporate Security Officer.

Career Progression

Promoted five times during an 18-year career: • AVP & Assistant Branch Manager • AVP & Branch Manager • AVP & Retail Operations Specialist • AVP & Retail Operations Officer • VP & Director of Branch Administration • SVP & Director of Retail Operations & Corporate Security

Technology

Fiserv DNA • Microsoft 365 • Teams • Excel • Word • PowerPoint • SharePoint • DocuSign • Zelle • Ascensus • ITMs • Cash Recyclers

EDUCATION

Mercy College
Dobbs Ferry, NY
Bachelor of Science

EXECUTIVE VALUE PROPOSITION

Throughout my career, I have been trusted to strengthen operations, improve organizational effectiveness, and lead initiatives that create lasting business value. I believe successful operations are built through collaboration, clear governance, continuous improvement, and empowering employees with the processes, tools, and information they need to succeed.

Whether leading enterprise initiatives, modernizing legacy operations, developing leaders, or improving customer experiences, my focus remains the same: **building organizations that operate more efficiently, serve customers more effectively, and are positioned for long-term success.**