

**ADRIAN HUNT**  
**GLOBAL CLIENT EXECUTIVE**

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**As a seasoned Senior Executive with over 25 years of experience, I excel in building high-performing global teams, delivering impactful results, and fostering collaboration to achieve organizational goals.**

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**Change Management Expertise:** Demonstrated ability to navigate complex organizational transitions, implement effective strategies, and foster stakeholder buy-in to drive successful change initiatives and achieve strategic objectives.

**Innovative Thinker/ Problem Solver:** Recognized for a dynamic approach to problem-solving, leveraging creative thinking and strategic analysis to identify innovative solutions that address complex challenges and drive organizational growth.

**Empathetic & Consultative Leadership:** Proven track record of cultivating trust-based relationships with employees and establishing transparent, accountable organizational cultures to drive ongoing improvements in operational performance, solutions delivery, & customer service.

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**CORE COMPETENCIES**

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|----------------------------------|----------------------------------|---------------------------------------|
| ▪ Executive Leadership           | ▪ Program/ Project Management    | ▪ Client Relationship Management      |
| ▪ Budgeting & Forecasting        | ▪ Customer Service & Support     | ▪ Executive Presentations             |
| ▪ Organizational Development     | ▪ Process Design & Reengineering | ▪ Strategic Business Planning         |
| ▪ Strategic Negotiations         | ▪ Data Analysis & Reporting      | ▪ Continuous Process Improvement      |
| ▪ Training, Mentoring & Coaching | ▪ Strategic Communications       | ▪ Diversity, Equity & Inclusion (DEI) |
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**KEY ACHIEVEMENTS**

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- *Doubled account revenue and tripled gross margin for account of one of the premier brands in Financial Services over a three-year period*
  - *Expanded 5-person team into firms' largest single team with 60+ people for a prestigious retail banking client*
  - *Turned around a failing customer relationship and added \$1M revenue as a result*
  - *Directed various growth and expense reduction initiatives leveraging a blend of assessment, immediate wins, planning for implementation and the establishment of best practices*
  - *Managed program for the product launch of one of the top asset management accounts in the industry*
  - *Led successful reengineering of statement mailing processes to improve customer delivery times and reduce annual costs by \$4 million*
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**PROFESSIONAL EXPERIENCE**

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**NTT DATA Services - Global Client Executive, Financial Services**, Charlotte, NC & New York, NY *2011 - 2023*  
*Trusted Global Innovator delivering technology-enabled services and solutions to clients around the world*

Responsible for revenue growth, engagement success and client relationship management for one of the leading global financial services institutions, headquartered in New York.

- Doubled account revenue from \$9M to \$18M over a 3-year period, tripling gross margin over the same period
- P&L responsibility for global teams of up to 250+ professionals, leading global teams and managing client relationships across multiple continents
- Elevated level of client relationships from VP project managers to MD and Partner level through strong relationship building capabilities and thought leadership
- Expanded range of services delivered to include consulting & business process outsourcing, expanding breadth of client relationships and diversifying revenue streams

Managed largest division within biggest and most important banking account for regional consulting firm (prior to acquisition by NTT DATA Services).

- Signed largest single client contract (\$13M) in firm's history
- Grew team from 5 to 60 people through flawless execution and excellent client satisfaction
- Hired, nurtured, mentored and developed next generation of leaders, providing growth and leadership opportunities

**S1 CORPORATION (NOW ACI WORLDWIDE) - Senior Account Manager, Professional Services**, Charlotte, NC 2009-2011  
*Global software services provider delivering world class solutions to the Financial Services industry*

Managed relationship with two corporate banking clients to ensure the highest level of customer service and satisfaction, while increasing revenue across multiple projects.

- Led multidisciplinary team of business analysts, software developers and quality assurance professionals
- Saved client relationship by dramatically improving customer satisfaction at an existing client that was at risk of departure, leading to approx. \$1M revenue
- Communicated frequently to client executives/ C-level audiences on partnership with S1

**DIAMOND MANAGEMENT AND TECHNOLOGY CONSULTANTS - Principal, Financial Services**, Chicago, IL 2003 - 2008  
*Premier management consulting, advisory, professional services firm*

Served as a trusted advisor, working in small, collaborative teams of experts across functional and organizational boundaries with senior client executives to improve growth and profitability. Engagements included:

- Created and managed a program at a large Wall Street firm to improve IT capacity and resilience, working closely with the co-CIO's to report and monitor progress
- Led a multi-disciplinary team to conduct an assessment, standardize processes and develop best practices across 20 wholesale mortgage sites for a top US bank
- Led a team to remediate multiple aspects of a newly outsourced technology delivery organization, resulting in dramatic improvements in the vendor relationship and associated metrics for a large US brokerage firm

**ANDERSEN CONSULTING/ ACCENTURE - Senior Manager, Financial Services**, Charlotte, NC 1996 - 2003  
*Global (Big 4) consulting, advisory, professional services firm*

Multiple project management roles on retail and commercial banking projects at NationsBank/Bank of America, First Union/ Wachovia and Citizens Bank.

- Led a 16-month project to re-engineer retail and commercial customer statements/notice processing; project resulted in annual cost savings of \$4 million and improved delivery times to customers
- Co-led a team of 5 resources responsible for the successful introduction of new check repair equipment and software in two of the largest check processing sites in the US (Los Angeles and San Francisco)
- Led a team to analyze deposit operations for a medium sized bank and propose re-engineering initiatives to improve cost savings, resulting in 10 quick hit initiatives, over 20 medium term projects and best practices for the operation
- Led the project team responsible for system and process development associated with a new asset management product, resulting in the successful launch of the Money Manager product rated as the best asset management product just a year after the launch

**FIRST UNION (NOW WELLS FARGO) – Programmer/ Analyst, Card Systems**, Charlotte, NC 1995 - 1996  
*Super Regional Bank*

Led project to implement pilot for combined Debit Card / Smart Card. Responsible for business analysis, development, testing, implementation, and support of online and batch changes within the Debit Card system.

**STATE OF INDIANA – Programmer/ Analyst, Family & Social Service Administration**, Indianapolis, IN 1993 - 1995  
*State Government IT Department*

Managed suite of systems for Family and Social Service Administration IT Department. Responsible for business analysis, development, testing, implementation, and support of online and batch systems related to Food Stamp processing.

**NORWICH UNION INSURANCE - Programmer, Auto Insurance**, Norwich, Norfolk, UK 1990 - 1993  
*Largest Motor (Auto) Insurance provider in the UK*

Managed applications for largest Motor (Auto) Insurance provider in the UK. Responsible for business analysis, development, testing, implementation and support of online and batch systems related to Auto and Motorcycle insurance. Responsible for the redesign of the company's Irish Motor insurance system.

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## EDUCATION

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Loughborough University, UK – B.Sc., Physics