James F. Clayton

Consultant

EXPERIENCE

CONSULTANT

- Provides guidance in the areas of operational strategy, continuous improvement, process efficiency, and general business management.
- Assist clients in creating strategic, practical and effective processes to minimize organizational risks.
- Identifies and evaluates optimal business solutions to improve and standardize processes where appropriate and ensure proposed changes address both current and future needs.

Royal Bank of Canada - Sr. Consultant/Director, Process Improvement & Performance Management

- Identified, planned, managed and implemented strategic initiatives to improve the client experience, operational effectiveness and implement efficiency of operations support for Wealth Management business units in the USA and Caribbean.

Royal Bank of Canada Trust Company (Cayman) Ltd. - Sr. Manager, Corporate and Institutional Services,

- Managed a team of 8 client-facing professionals. Successfully improved the sales process and increased awareness and understanding of the fund administration service capabilities offered by the Corporate and Institutional Services team in the administration and management of offshore entities (i.e. Alternative Investments/Hedge Funds/SPV's).
- Reviewed and updated policies and procedures. Mentored staff to ensure Risk Management best practices were understood and followed.
- Enhanced relationships with RBC global offices to improve sales processes and day-to-day administration.

Royal Bank of Canada Trust Company (Cayman) Ltd., Sr. Manager, Trust Services and Administration

- Successfully initiated the development of a middle office function within the Personal Trust Department.
- Worked with business and IT colleagues to develop a middle office function suitable to the Cayman Island business unit, leveraging the model used in the RBC Channel Islands Offices

Royal Bank of Canada, Audit Manager – Wealth Management, Institutional Investors Services and Insurance

- Continuously built partner relationships with Business Management in order to educate the business about audit objectives and facilitate audit planning, fieldwork and reporting.
- Managed teams of 3 to 20 Auditors. Reviewed the work performed by audit staff for content and accuracy.

SKILLS

Internal Audit

AML

Operational Risk

Global Custody

Fund Administration

International Wealth Management

Enterprise Risk Management

Strategic Initiatives

Change Management

Process Improvement

INDUSTRY EXPERTISE

Financial Services