Jahdiel Leslie Verdant

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SUMMARY

Experienced Business Development and Operations professional with over six years of hands-on experience in financial services support, client onboarding, and KYC/AML compliance. Proven track record in managing daily administrative operations, ensuring strict regulatory standards, and supporting growth and sales initiatives. Strong background in preparing executive reports, tracking KPIs, and collaborating across teams to improve processes. Advanced Excel user skilled in building practical dashboards and data analysis to keep operations accurate and compliant. Recognized for dependable leadership, a sharp eye for detail, and a commitment to helping the business grow securely.

WORK EXPERIENCE

Unicomer / Courts – Customer Service / Chairman, Incentive Committee
October 2019 - Present

Reporting

- Prepare weekly and monthly performance reports, dashboards, and forecasts to support business development and sales growth initiatives.
- Track KPIs, analyze trends, and provide insights to support strategic planning and decision-making.
- Assist in developing presentations, reports, and business cases for senior management and stakeholders.
- Support regional performance monitoring across multiple markets, contributing to revenue growth and portfolio performance.

Client Onboarding & Operations

- Coordinate client onboarding processes by working with Compliance, Risk, and Finance teams to ensure timely account creation and service delivery.
- Review client applications and documentation to ensure completeness, accuracy, and compliance with internal policies.
- Support administrative and operational functions to ensure efficient workflow and service standards.

Compliance & Risk Management

- Ensure compliance with KYC/AML regulations through detailed verification of client documentation and identification of potential risks.

- Liaise with Compliance and Risk teams to resolve onboarding and documentation issues.
- Support audit processes by maintaining accurate records and ensuring adherence to regulatory standards.

Operational & Administrative Support

- Coordinate internal workflows and communication to support efficient business operations.
- Maintain accuracy and timeliness in reporting, documentation, and administrative tasks.
- Serve as the primary subject-matter expert for audit readiness, policy interpretation, and internal control to identify and escalate risk issues/flags.

Leadership & Team Support

- Provide coaching, training, and mentorship to team members on systems, compliance, and operational procedures.
- Support performance management through regular feedback, coaching, and development initiatives.
- Promote a high-performance culture focused on accountability, collaboration, and continuous improvement.

Process Improvement

- Identify and implement process improvements to enhance operational efficiency and reporting accuracy.
- Develop and standardize reporting templates and workflows to improve consistency and productivity.
- Support change management initiatives related to systems and operational processes.

ACHIEVEMENTS

- Monitored and analyzed portfolio data driving regional performance exceeding $270M over three years, ensuring high standards of data integrity and compliance.
- Tracked and reported on Saint Lucia's steady year-over-year growth ($32M → $36M → $39M), providing the key performance insights needed for risk management.
- Mitigated operational and credit risk through proactive account monitoring and early intervention, directly reducing bad-debt exposure and protecting the business from compromising situations
- Developed standardized compliance and data reporting templates adopted across departments, significantly improving transaction monitoring and executive decision-making.

SKILLS

Client Onboarding & Compliance

- Client Onboarding & Account Opening.
- KYC / AML Compliance & Documentation Review.
- Regulatory Compliance & Risk Management.
- Audit Support & Internal Controls**.**

Business Development & Operations

- Business Development Support.
- Cross-Functional Coordination (Compliance, Operations, Finance).
- Administrative & Operational Management.
- Process Improvement & Workflow Optimization.

Reporting & Analytics

- Performance Reporting & Dashboard Creation.
- Data Analysis, Forecasting & KPI Tracking.
- Financial Analysis & Variance Reporting.

Leadership & Team Support

- Team Leadership, Coaching & Performance Support.
- Staff Training & Mentorship.
- Performance Monitoring & Feedback.

Technical Skills

- Microsoft Excel (Advanced – Dashboards, Pivot Tables, Forecasting).
- Microsoft Office Suite (Word, PowerPoint).
- Data Analysis Tools.

EDUCATION

Bachelor of Business Management (Minor in Finance) | Monroe University **|** Focus: Business, Financial Analysis, Corporate Finance and Banking September 2024 to Present

Caribbean Advanced Proficiency Examination (CAPE) | Sir Arthur Lewis Community College **|** Focus: Caribbean Studies, Communication Studies, French, English Literature, Sociology April 2019

CERTIFICATIONS

- Excel for Business Analysts – International Institute of Business Analysis (IIBA®).
- Financial Analysis & Modeling – Corporate Finance Institute (CFI).
- The ABCs of the Banking and Insurance Business: AML, KYC, the NAIC and IFRS – National Association of State Boards of Accountancy (NASBA).

REFERENCES

Diedrian Walker	Jacqueline Jeremie	Oramaze Emmanuel	Allison Niles
Former OECS HC Manager	Former General Manager – Courts Mega Store	Branch Supervisor-Courts Chaussee	General Manager-Courts Mega Store
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