

# Marcus Melnick

Chief of Staff ● Senior Manager

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## -----PROFESSIONAL SUMMARY-----

World-class risk manager with 30 years of experience delivering value-driven risk solutions for public and private organizations, from single-employee firms to Fortune 500 companies. Achieved a 60% issue reduction by launching a strategic internal marketing campaign. Increased efficiencies by reducing 15% of audit review time utilizing complex nested Excel formulas. Collaborated on an Agile audit program, aligning reviews with business unit workloads. Managed up to 200 employees across 23 Chicago-area locations.

## -----AREAS OF EXPERTISE-----

**PROFESSIONAL SKILLS** Authored a variety of articles / books, with research derived from interviewing, active listening, & collaboration. Idea delivery skills connecting with diverse audiences on television, radio, & up to 400 in person, as well as a TEDx speaker, corporate trainer, & International Keynote presenter, communicating effectively across a variety of mediums.

**TECHNICAL SKILLS** Auditing, Audit Coordination, Policy/Standard Development, Risk Management, Financial Acumen, Managing multiple projects with competing priorities simultaneously.

## -----PROFESSIONAL EXPERIENCE-----

**Lead IT Service Management Specialist – Enterprise Services Risk | CAPITAL ONE | RIVERWOODS, IL** November 2018-present

- Owns enterprise regulatory readiness and compliance risk alignment, setting audit strategy, establishing priorities, and coordinating senior stakeholders to ensure leadership objectives are met with consistent, defensible outcomes.
- Leads complex issue and remediation portfolios at scale, overseeing up to 83 issues and 70 concurrent action plans while providing clear, decision-ready insights through metrics, trend analysis, and governance reporting.
- Serves as a trusted cross-functional integrator for high-visibility regulatory and audit engagements (SOX, FFIEC, FDIC, third-party banking, and internal audits), aligning Compliance, Risk, Technology, Internal Audit, and Regulator Relations to surface emerging risks and support informed executive action.

**Financial Controls (SOX) Analyst | CAREER EDUCATION CORPORATION | SCHAUMBURG, IL** June 2016 – November 2018

- Set and led SOX assessment strategy across complex, multi-entity environments, aligning finance and IT stakeholders to evaluate internal control effectiveness and support leadership confidence in financial and technology risk posture.
- Provided risk clarity and decision support to leadership, translating process walkthroughs and control evaluations into concise insights that connected business objectives, regulatory expectations, and enterprise risk.
- Built durable control governance and execution discipline, overseeing testing, issue resolution, and post-assessment validation while standardizing documentation and practices to enable consistency, scalability, and repeatability across assessment cycles.

**Risk Consultant | CHICAGOLAND, IL** August 2014 – June 2016

- Partnered with senior leaders at Discover Financial Services in identifying marketing risks, aligning response strategies, and driving follow-through on agreed actions.
- Enabled operational consistency and risk alignment by advising leadership at a student loan servicing call center on standardized servicing practices to reduce variability and execution risk.
- Delivered practical risk mitigation solutions by designing and implementing an inventory management framework in the sporting goods industry reducing theft risk and strengthened accountability.

## -----EDUCATION & CERTIFICATIONS-----

**Master of Arts** (Research & Evaluation / Statistics Tract) and **Bachelor of Science** | LOYOLA UNIVERSITY, Chicago, IL

**Management Program** | NORTHWESTERN UNIVERSITY, Evanston, IL

**Management & Leadership Micro Certificate** | LOUISIANA STATE UNIVERSITY, Baton Rouge, LA

**Certificate in BSA/AML** | AMERICAN BANK ASSOCIATION

**Six Sigma Green Belt** | CHICAGO DEMING ASSOCIATION