

Mischelle Alvi

FINANCIAL SERVICES / CLIENT SUCCESS / OPERATIONS & GROWTH

Greater Chicago, Illinois | michelle.alvi@hotmail.com

EXECUTIVE PROFILE

Financial services and operations leader with 10+ years of experience spanning banking, client relationships, risk, business development, and multi-site operations. Combines executive stakeholder management with data-informed execution, repeatable service processes, and cross-functional team leadership.

SELECTED OUTCOMES - OURS ABA

95% client retention | 60% client acquisition growth | 40% reduction in intake time | \$500K+ in new annual revenue | Organization scaled from 5 to 30+ employees.

PROFESSIONAL EXPERIENCE

Assistant Vice President | PNC Bank

2025-Present / Illinois territory

- Lead territory strategy and execution for PNC's Mobile Initiative.
- Own community partner relationships and guide financial education and banking programs from needs assessment through impact evaluation.
- Use stakeholder feedback to refine engagement and improve program delivery.

Director of Sales, Client Services & Operations | OURS ABA

2024 / Illinois & Indiana

- Oversaw sales, client service, billing, clinical coordination, and administration across two states.
- Delivered 60% client acquisition growth, 40% faster intake, 95% retention, and \$500K+ in new annual revenue.
- Created SOPs and automated workflows; scaled the organization from 5 to 30+ employees.

Vice President & Branch Manager | Huntington National Bank

Jun 2023-Oct 2024 / Greater Chicago

- Owned branch performance, client satisfaction, retention, compliance, and growth.
- Led and coached banking professionals and translated enterprise priorities into local plans.
- Built community and referral partnerships while monitoring operational and service performance.

CEO & Founder | M.A.KSPERIENCE Inc.

Apr 2020-Present / United States / Global

- Built a retail middle-market business and strategic relationships with major U.S. luxury retailers.
- Oversee operations, commercial strategy, client service, and growth.
- Moved approximately \$1.3M in inventory into domestic and international markets.

Experience & capabilities

PROFESSIONAL EXPERIENCE - CONTINUED

Risk Analyst, Special Accounts | BMO Financial Group

Apr 2021-Jun 2023 / Chicago area

- Managed complex, high-risk borrowing relationships and advised stakeholders on risk mitigation.
- Analyzed financial performance and portfolio trends to produce executive-ready recommendations and reporting.
- Coordinated legal, insolvency, sales, and service stakeholders on complex account issues.

Vice President & Branch Manager | BMO Financial Group

Jul 2018-Jul 2021 / Chicago area

- Executed branch plans for acquisition, retention, wallet share, service, and efficiency.
- Implemented national and regional programs and trained teams for consistent adoption.
- Built referral networks, developed talent, and resolved complex client situations.

Director of Operations | Mudzi group of companies

2012-2018 / United States

- Led operations across 10 retail locations, including inventory, customer experience, and brand execution.
- Standardized operating practices and developed managers to improve consistency across the store network.

CORE CAPABILITIES

Enterprise client success and retention; executive relationship management; onboarding and implementation; cross-functional leadership; risk, compliance and issue resolution; expansion and revenue growth; playbooks, SOPs and operating rhythms; KPI reporting and analytics.

BUSINESS TOOLS

Salesforce | HubSpot | Power BI | Zapier | CRM and customer analytics | Workflow automation | KPI dashboards

EDUCATION

University of Iowa - BA, Enterprise Leadership; Certificate in International Business - 2017.

Portfolio edition based on the supplied professional resume. Education wording follows university-published recognition. Additional credential details are omitted pending confirmation. Business outcomes are resume-reported; concurrent roles retain their supplied dates.