

Douglas J. Savoie

Location: Dallas, Texas Metroplex

☎ : +1 972-762-6015 | @ : doug.savoie@outlook.com | in : [linkedin.com/in/doug-j-savoie](https://www.linkedin.com/in/doug-j-savoie)

My Personal Website: <https://www.dougsavoie.com/>

PROFESSIONAL PROFILE

I am an experienced and strategic technology leader with a proven track record in FinTech. I have been recognized for driving results through risk mitigation, team optimization, revenue generation, cost reduction, and process improvement.

Specialized Expertise:

- Expertise in EMV chip technology, encompassing APDU generation, key cryptography, Visa, MasterCard, and Discover profile data preparation, and internal chip technology life cycle management.
- I am proficient in documenting processes and platform architecture, effectively communicating complex technical concepts to diverse stakeholders.
- I am also skilled in leveraging data analytics through visually compelling graphics and illustrations, and I have experience providing C-level reporting and presentations.
- I am knowledgeable in HSMs (Hardware Security Modules) and secure environment architecture within the FinTech industry.
- I have led successful network integrations in collaboration with industry giants Visa, MasterCard, and Discover.

By combining a strategic mindset, deep technical expertise, and exceptional communication skills, I have consistently delivered impactful results in the dynamic field of FinTech.

EDUCATION

University of Maryland Global Campus

Adelphi, MD

Master of Science (MS), Computer Science

Specialization: Cybersecurity Technology

Cumulative GPA: 4.0

Started graduate school at Georgia Institute of Technology, Attended: 2021-2022

Capella University

Minneapolis, MN

Bachelor of Science (BS), Business, Management and Leadership

Cumulative GPA: 3.79

University of North Texas

Denton, TX

Bachelor of Science (BS), Electronics Engineering Technology

Delgado Community College

New Orleans, LA

Associate of Science (AS), Electronics Engineering Technology

PROFESSIONAL EXPERIENCE

Discover Global Network, McKinney, TX (Remote) Product Delivery Manager (Payments)

December 2021 - Present

- I form and execute strategies for advanced payment products, including EMV, Transit, 3DS, Stored Payment Tokens, and QR codes with various regional payment partners, including issuers, acquirers, and gateways.
- I work closely with business partners from 4 or more internal teams to identify market requirements to be incorporated into products and support through SME insight as they promote products and services to clients.
- I ensure product delivery goals are met by providing SME support to a minimum of 7 internal and more than 10 external partners to deliver against the overall team strategy.
- I help define and align product delivery approaches and goals for allocated markets and partners across key business units and manage clear communications around progress against strategy.
- I collaborate across a minimum of 7 internal teams to ensure appropriate tracking of metrics, reporting, and project status.
- I help to assess opportunities to improve product delivery processes and develop efficiency programs.
- I identify opportunities to utilize the team incentive budget effectively.
- I represent Discover Global Network at industry and client events and prepare and deliver SME-level presentations to multiple internal and external management levels.

ABC Corp, Dallas, TX VP Financial Products and Solutions – North America

January 2019 – December 2021

- I led end-to-end development and successful market launch of 4 complex and high-priority products, encompassing conceptualization, design, sample production, testing, cost analysis, mass production, promotion, customer support, and ongoing product enhancement. My team achieved a remarkable 15% increase in the customer base during the initial year.
- The products spearheaded by my teams included Financial Instant Issuance, Customer Reporting Portal, EMV Data Preparation environment, and Virtual Card Issuance.
- My teams consistently achieve and exceed growth objectives outlined in the operating plan, encompassing market share, revenue, profit, and return on investment for various channels/categories of business and key clientele.
- I successfully streamlined the sales incubation period, reducing it by an impressive 50%.
- I managed and implemented customer-facing activities through research, targeted surveys, strategic planning, and implementation, which increased the sales pipeline by 26%.
- I introduced Lean Methodology and slashed noise around the software development roadmap, creating monthly cost savings of up to \$5,000.

PROFESSIONAL EXPERIENCE CONTINUED

ABC Corp-CCS, Dallas, TX

VP of Global Technology Solutions - North America

June 2013 – January 2019

- I spearheaded efforts to appropriately document internal processes and cultivate a culture of information sharing to mitigate risks and company exposure within 3 months from initiation.
- I developed and led multiple high-visibility systems supporting various business units throughout the company, globally improving productivity by 20%.
- My teams and I implemented systems that decreased in-house development labor hours by 30%.
- I conceived and executed plans to consolidate and transfer source code from multiple international repositories to a single repository within 6 months and \$10,000 under budget.
- I helped to develop and execute global process automation plans to assemble EMV profiles for chips, decreasing operational time from 4 hours to 5 minutes saving over 1,000 development hours annually.
- I was instrumental in creating and architecting systems with national and international ownership within budget by plus or minus 5%.

Custom Card Systems, Dallas, TX

Senior Vice President of Technology

February 2010 - June 2013

- I prepared and observed the technology budget consistently coming in below budgeted costs annually by up to 5%.
- I directed all technical operations for the local Dallas, Texas office and supervised technical support, software development, and installation teams.
- I monitored all technological aspects of business operations, made all technology-related decisions, and reduced technology costs by 10%.

HONORS & AWARDS



Discover DRIVE Award - Discover Global Network

December 2022

Discover Global Network quarterly award for excellence.

PROFESSIONAL DEVELOPMENT & CREDENTIALS

- **Certification, Professional SCRUM Master 1**
SCRUM.org
- **Java Programming Masterclass covering Java 11 & Java 17**, Udemy Issued January 2022
Credential ID: UC-2316b42b-85b2-4564-9372-dc9ecd84895d
- **Certificate, Cybersecurity: Managing Risk in the Information Age**
Harvard University, Cambridge, MA
- **Certificate, MITx Verified Certificate for Cybersecurity for Critical Urban Infrastructure**
MITx on edX, Cambridge, MA