

## JANET GAIGANIS



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Janet is a change leader and learning & development facilitator with over 25 years of experience mainly in the financial services management industry.

In 1986, she started her career in the United States Air Force trained as an Inventory Management & Logistics Specialist. During her 6 years of active duty in Germany and 14 years in Luxembourg as a Reservist, Janet earned several awards and medals and retired as a Senior Master Sergeant in 2006.

During her Reserve years, she was also Vice President at JPMorgan Asset Management Europe in Operations, Client Services, Communication, and lastly Head of European Operations Learning and Development.

Arriving in Cyprus in 2009, Janet held the positions of General Manager and Executive Director for 2 financial firm start-ups as well as Program & HR Manager at a Cyprus University Medical School. Currently, she holds several non-executive directorships, is a lecturer at the Cyprus International Institute of Management, consults and facilitates training workshops as needed by her international clients.

Janet has proven results in the fields of General Management, Operations, Relationship Management, Client Services, Training and Development, and Internal Communication all within a multi-cultural setting.

Janet is passionate about teaching a growth mindset and helping organizations unlock their employee value potential through targeted training strategies and workshops. She holds a MBA, International Management of Financial Services from Royal Holloway, University of London

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### **Freelance Learning & Development (Global) Independent**

**Sept 2009 - present**

*Ongoing development and facilitation of soft skill workshops for Corporate and Institutes in Cyprus and abroad*

Examples include: Effective Communication, Presentation Skills, Adaptive Behavior & Influencing, Customer Service Excellence, Team Building, and Building Personal Effectiveness

### **Cyprus Investment Firm Executive Director, Chief Operating Officer**

**May 2015 – Feb2016**

*Start-up Cyprus-based licensed and regulated investment firm offering financial products*

Chairperson of the Board; Set up firm with oversight of all of Operations: Back Office, Client Services, Sales & Marketing, Compliance & Risk, Finance & Accounting, and I.T.

### **University Medical School Manager, HR, Facilities and Program Administration**

**Aug 2014 - Apr 2015**

*Cyprus University*

Managed the HR, Facilities, and Course Administration for the medical school's programs

**Executive Recruitment Firm**

**Nov 2013 – Aug 2014**

**Associate**

*Cyprus-based international recruitment firm for Financial Services Executives*

Managed a wide range of career opportunities for placing senior professionals globally in Finance, Wealth Management, Family Office, Legal, Trust, Tax, Accountancy, Corporate Services and Private Banking

**Cyprus UCITS Management Company**

**Jan 2012 – Nov 2013**

**General Manager**

*Start-up Cyprus-based licensed and regulated investment firm offering diversified mutual funds*

Planning, HR management, Project Management, Marketing and PR, Finance, Quality Control, Supplier & Vendor Management, Administrative Management

**Cyprus College/University**

**Sept 2011 – Jan 2012**

*Cyprus-based college partnering with UK University offering undergraduate and postgraduate UK degrees*

Lecturer – Business Administration degree program (Operations Management)

**J.P. Morgan Asset Management Europe (JPMAME)**

**Feb 1993 to Sept 2009**

*Luxembourg-based pan European role with JPMAME - a leading asset manager for individuals, advisors and institutions*

2007 to 2009 - **Vice President**, Head of European Operations Training & local oversight of various teams

2002 to 2007 - **Vice President**, European Internal Communication

1999 to 2002 - **Manager**, Client Services & Relationship Management 1997 to

1999 - **Assistant Manager**, Client Services

1993 to 1997 - **Supervisor** Jardine Fleming Unit Trust Operations, Europe

**Vice President, European Operations Training, Learning and Development, 80 person team**

**Location Management Oversight for Client Services / Call Center, Trailer Fees and Operations Support**

- ❖ Led European-wide Operations Training enhancing performance and achieved results through the training and development of people in partnership and consultancy with the business
- ❖ Developed training strategy and created training materials with senior management team, particular focus given to career planning, people development, & identifying career paths
- ❖ **Managed local Operations teams** – strategy, performance management, and reporting of client account supporting teams performing order processing, settlement, and client communication

**Vice President, Head of European Internal Communication, 2 person team**

- ❖ Development & delivery of a high quality internal communication agenda- promoted ‘*Best Place to Work*’
- ❖ Developed regular and effective communication mediums and feedback mechanisms
- ❖ Represented Asset Management for Public Relations in Luxembourg and abroad furthering relations
- ❖ Led Climate Group & Communication forums & employee engagement forums
- ❖ Member & champion for Senior Management, People Agenda Committee, & European Excellence in People

**Manager, Head of Client Services / Call Center & Relationship Management, 50 person team**

- ❖ Development and delivery of Operations Relationship Managers and matrix managed customer account teams throughout the organization in processing orders, settlement, and client communication improving client satisfaction and retention

**Manager, Client Services / Call Center, 40 person team**

- ❖ Managed client teams responsible for specific European client segments, developed the team concept improving client and employee satisfaction

**Supervisor, Jardine Fleming Unit Trusts, 20 person team**

- ❖ Management of team performing administration for European clients of JFUT, including banking, reconciliation, account management, client on-boarding, KYC and client services

**United States Air Force Reserves Aug 1992 – Sept 2006**

**Reserve Senior Master Sergeant**

*Logistics Programs and Plans Senior Non-Commissioned Officer, Ramstein Air Base, Germany*

14 year career with HQ USAFE at Ramstein AB, Germany; a member of the Logistics Staff, which reported directly to the Commander of all the United States Air Forces in Europe (USAFE), an Air Force 4-Star General.

**United States Air Force**

**Sept 1986 to Aug 1992**

**Active Duty Sergeant**

*Logistics Sergeant - Bitburg Air Base, Germany*

Responsible for warehousing and monitoring of government equipment accounts of over 30,000 items worth millions of dollars.

## **LANGUAGES**

- ❖ **English (mother tongue)**
- ❖ French – intermediate
- ❖ German – basic
- ❖ Greek - beginner

## **EDUCATION:**

- ❖ **MBA International Management of Financial Services** (2001) – JPMorgan Fleming MBA program, Royal Holloway, University of London
- ❖ **BS Business studies** (1996-1998) – University of Phoenix Distance Learning – whilst studying, invited to MBA corporate program after successful sitting of GMAT
- ❖ **Associate of Applied Science (AAS) Business Administration and Logistics Management** (1992) – Community College of the Air Force (CCAF)