

Ben Goodman

Senior Business Consultant

London

Biography

Ben Goodman works in the Financial Services Regulatory Consulting Service which delivers a range of regulatory compliance projects from initial authorization and set up to large regulatory review, remediation and change programs.

He has over 15 years experience in financial services focused on operational delivery and design across multiple sectors.

Ben has previously worked for large outsourcers and managed service suppliers across a range of sectors, supporting clients through a range of operational challenges which have varied from localize to industry-wide issues. He engages at an early stage with clients in complex, high pressure situations where he finds solutions to deliver their business objectives.

Representative experience

Design of multiple remediation and customer contact programs.

Complaint and customer service operational management.

Developed centralized team to deliver oversight to numerous projects to help delivery to multiple stakeholders.



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Languages

English

Practices

Financial Services Regulatory Consulting

Areas of focus

Remediation

Senior Managers and Certification Regime (SM&CR)

Defined and delivered requirements to successfully outsource BAU complaints function.