

Tifé Elegbede

CHIEF OF STAFF & OPERATIONS LEADER • EX-GOLDMAN SACHS

tife@tifesolutions.com • linkedin.com/in/tifee • tifesolutions.com

LOCATION: Remote | UK & US work Authorisation | Available for US travel |

PROFESSIONAL SUMMARY

Chief of Staff and Operations leader (ex-Goldman Sachs) with 10+ years across global financial institutions and VC-backed fintech. A trusted right hand to C-suite executives and founders, owning P&L and translating strategic priorities into governance, performance reporting and measurable commercial outcomes, with a focus on scalable, profitable growth. Leads and develops operational teams across global locations, and drives performance through data, AI and operating-model design. Delivers transformation in ambiguous, fast-moving environments and influences stakeholders without direct authority. See tifesolutions.com for how I work.

KEY ACHIEVEMENTS

- Built the operational backbone of a scaling fintech from scratch, introducing governance, resilience and onboarding frameworks that let new hires deliver from day one.
- Owned the P&L for an institutional client book, driving fee revenue and protecting margin across 30+ hedge fund, family office and asset manager relationships.
- Promoted to VP within two years, going on to lead a distributed operations team across three regions through significant operational change.

EDUCATION & CERTIFICATIONS

- **MSc, Banking & Finance** — Queen Mary, University of London
- **Google Cloud:** Generative AI Leader Certification • **Microsoft Certified:** Azure Fundamentals
- **Agile Project Management Foundation (APMG)** • **Certified Scrum Product Owner**

EXPERIENCE

Interim Head of Account Operations

FEB 2026 – PRESENT

Finspector — VC-backed AI fintech startup

- Operational right hand to the CEO through a critical growth phase, establishing the commercial and operational foundations and bringing structure and discipline to account management.
- Designed and implemented governance frameworks, OKRs, KPI reporting and executive dashboards for Founder, CEO, CTO and CMO stakeholders, improving visibility, accountability and decision-making.
- Produced board and investor reporting, translating revenue metrics (MRR, pipeline, retention) and operational KPIs into board packs and investor updates.
- Led a lean team of 3 to define, track and drive P&L metrics and operational priorities in a high-growth environment.
- Drove operational strategy reducing onboarding by 75% (3–4 weeks to one week), enabling faster time-to-value.
- Designed and ran a go-to-market pilot and client-acquisition programme with Product and Engineering, lifting pilot-to-contract conversion from 40% to 70% through client-engagement frameworks and trial-period feedback.
- Introduced AI-assisted workflows (Copilot, Claude, ChatGPT) for reporting, knowledge management and client communications, reducing manual effort across business operations.

Career break following 10 years in industry • Jan 2025 – Jan 2026

Vice President of Client Service Operations

FEB 2021 – DEC 2024

Marex

- Trusted advisor to senior leadership, owning governance reporting across operational risk, revenue forecasting, budgets and translating strategic objectives into executive MI, KPI dashboards and structured delivery plans.
- Owned the P&L for the institutional client book, accountable for fee revenue and margin across 30+ hedge fund, family office and asset manager relationships, managing vendor costs against client pricing.
- Led and developed a distributed team of operations staff across London, Asia and the US; setting priorities, resource allocation and driving consistent delivery through significant operational change.
- Managed operational risk across the client book, acting as point of escalation for complex issues, driving root-cause resolution and reporting exposure and mitigation to C-suite stakeholders.
- Retained a \$150K ARR account through gap assessment and deployment of an additional prime-services offering.
- Led end-to-end client onboarding, standardising data pipelines, entitlements and account setup with global tech and Ops teams to cut onboarding time to one week.
- Evaluated and compared third-party vendors to support onboarding of an additional provider, assessing service capability, commercial fit and risk against defined selection criteria.

Operations Specialist

MAY 2019 – JAN 2021

HSBC

- Primary point of contact for enterprise clients (governments, corporates, supranationals), owning end-to-end execution, closing and settlement of primary-market bond issuances and structured deals.
- Coordinated 6+ large-scale new issues monthly, overseeing timely execution of \$200m–\$2bn transactions.
- Partnered with Compliance on root-cause analysis of recurring incidents, implementing improvements that reduced repeat issues by 25%.

Operations Analyst, Margin Lending (Contract)

NOV 2017 – NOV 2018

Goldman Sachs

- Account manager for 40+ enterprise clients across service delivery, issue resolution and account support.
- Built a follow-the-sun handover operating model across Americas, EMEA and APAC, improving resilience, coverage and global service scalability.
- Collaborated across Risk, Legal, Compliance, Operations and Technology to resolve operational issues and support process-improvement and automation initiatives.

Market Risk & Product Control Analyst (Contract)

JAN 2017 – OCT 2017

ING Bank

- Produced daily, weekly and monthly MI for senior stakeholders, analysing realised and projected P&L across fixed-income portfolios.
- Performed VaR and SVaR analysis and monitored trading limits, escalating breaches and validating P&L with the Front Office.

Operations Analyst, Collateral Management (Contract)

OCT 2015 – DEC 2016

Société Générale Corporate & Investment Bank

- Managed daily margin calls and collateral movements; instructed intraday wire transfers within 1-hour SLAs to support liquidity and exposure management.
- Improved reconciliation processes, reducing portfolio discrepancies and resolving trade and commission breaks; drafted procedures and process-flow documentation for offshore teams.

SKILLS

Chief of Staff & Executive Partnership: Right Hand to C-Suite · Executive Decision Support · Founder Advisory · Operating Cadence & Rhythm · Board Pack Preparation · Strategic Planning · Priority & Initiative Management · Influence Without Authority

Finance Governance & Reporting: Executive Reporting · Management Information (MI) · KPI Frameworks · Performance Dashboards · Budget Oversight · Forecasting · Governance Committees · Action Tracking · Risk & Issue Management

Strategy & Judgement: Risk Assessment · Capital Efficiency · Second-Order Thinking · Decision-Making Under Uncertainty · Operating Model Design · Process Optimisation

Delivery & Operations: End-to-End Delivery Ownership · Programme Governance · Cross-Functional Alignment · Agile & Scrum · RAID Management · Strategic Initiative Delivery

Data, AI & Tools: AI-Native (Copilot · Claude · ChatGPT) · Data Reconciliation · Data Quality · MI Dashboard Creation · Power BI · Tableau · Excel/Sheets (Advanced) · JIRA · Confluence