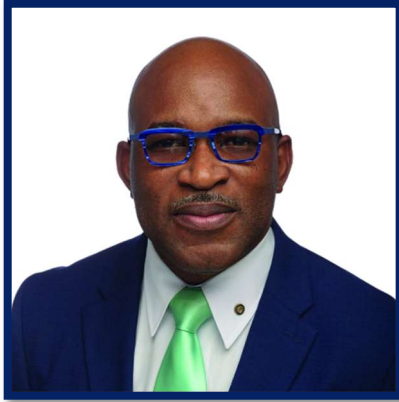


Technology and Customer Service in the Financial Sector

The May edition of the Central Bank of Barbados and Financial Services Commission's 2021 Domestic Financial Institutions Conference.

Paul Ashby



Paul Ashby brings over 23 years of diverse banking experience to his position of Chief Executive Officer of SigniaGlobe Financial, gained in both local and regional roles while at CIBC FirstCaribbean International Bank. He has been a Branch Manager, Regional Sales and Service Manager, Regional Marketing Manager, Product Development Manager, Special Projects Manager for the Barbados SBU, District Manager for Retail, Wealth and Small Business, and has served on the Country Management Committee.

Paul is a graduate of the University of the West Indies, Cave Hill Campus, with a Bachelor's degree in Public Sector Management and a Master's of Science in Project Management and Evaluation.

He is also a part-time lecturer and tutor in Business Strategy and Policy at Cave Hill.

George Thomas



George Thomas is a seasoned entrepreneurial and pioneering banking technologist with over 20 years of executive level experience identifying, qualifying, building consensus for, and implementing enabling technologies and enterprise systems. In his current role, Deputy Chief Information Officer at CIBC FirstCaribbean, he has oversight of the bank's digital transformation strategy, enterprise architecture, delivery digital and data science services, program management and change management. As a proven leader in solution architecture design, technology infrastructure and product development, he has delivered on a global level with proven go-to-market mobile money and wallet solutions delivered across Europe, Middle East and Africa.

George has a proven track record in investor and stakeholder fundraising, M&A due diligence and integration, in addition to reorganization and process improvement initiatives. He uniquely blends product and technology vision which results in the consistent development of business strategies supported by cost-effective, high performance technology solutions. He is sought out by both private and public sector entities to advise on many of the key developments in online payments, mobile technologies, enterprise architecture and strategy that change rapidly, and are continually re-defined to meet the demands of financial institutions, consumer retailers, technology startups and government. George is currently an advisor to the Barbados Ministry of Innovation, Science and Smart Technology and serves as co-chair of the Technology Working Group National Digital ID and a founding member of the National Cybersecurity Working Group.

George holds a BSc in Computer Science from the University of the West Indies and an MSc in Electrical Engineering from Louisiana State University.

Colin Daniel



Colin Daniel is the Principal Consultant of Strategic Consulting & Advisory Services. He provides strategic business solutions to his clients, including pricing and costing of goods and services to deliver business profitability, business strategy consulting, succession planning and organisational planning. In addition, he advises on corporate structures, debt restructuring, business combinations and valuations.

He is a Fellow of the Institute of Chartered Accountants of Barbados and Chartered Professional Association of Canada.