

McDONALD O. ONWOCHEI

+353 (89) 269 2405 | mcdonaldonwochei@gmail.com | Dublin, Ireland | [linkedin.com/in/mcdonaldonwochei](https://www.linkedin.com/in/mcdonaldonwochei)

PROFESSIONAL SUMMARY

Commercial strategy and relationship management professional with over seven years of experience across global banking, fintech, payments, and management consulting. Experienced in managing institutional client relationships, leading complex onboarding programmes, and delivering strategic initiatives across international markets. Applied expertise in go-to-market strategy, market analysis, product positioning, and business development to drive commercial growth and support the launch of digital payment solutions across emerging markets. Recognised for influencing senior stakeholders, translating market insights into commercial opportunities, and aligning cross-functional teams to deliver operational improvements, scalable growth, and measurable business outcomes.

CORE COMPETENCIES

Client Relationship Management

Institutional Client Relationships, Stakeholder Management, Strategic Partnerships, Customer Acquisition & Retention, Executive Communication.

Commercial Strategy & Go-to-Market

Business Strategy, Business Case Development, Go-to-Market Strategy, Product Positioning, Pricing Strategy, Revenue Forecasting.

Programme Delivery & Transformation

Client Onboarding, Cross-functional Leadership, Programme & Change Management, Process Improvement, Agile Delivery, Performance Reporting.

Market Intelligence & Growth

Market & Competitive Analysis, Commercial Insights, Business Development, Opportunity Assessment, Data-Driven Decision Making.

Technology & Analytics

Advanced Excel, Tableau, Python, Jira, Microsoft 365, Business Intelligence Tools, AI Tools (Copilot, ChatGPT).

EXPERIENCE

Senior Relationship Manager

Bank of America — EMEA Global Markets Client Onboarding | Jan 2023 – Present

- Act as the primary contact for institutional clients, Investment Managers, and internal stakeholders throughout the onboarding lifecycle, managing relationships from initial engagement through to trade readiness.
- Coordinate and lead complex, multi-stakeholder onboarding projects across credit, risk, legal, documentation, static data, settlements, and collateral teams, acting as an escalation point to resolve issues and keep launches on track.
- Onboard new fund launches for mutual funds, hedge funds, and other institutional investment managers, applying relevant regulatory requirements including EMIR and MiFID to ensure full compliance and trade readiness.
- Supported the design and enhancement of standard operating procedures across multiple regions, identifying opportunities for process improvement and contributing to initiatives that reduced onboarding lag by an average of 20%.
- Manage a portfolio of 15+ institutional clients, maintaining a consistent 4/5 client satisfaction rating while ensuring 100% compliance across multi-regional onboarding projects.

Global Markets - MSc Finance Placement

Bank of America | Summer 2022

- Delivered a research-based presentation analysing the impact of rising interest rates on Bank of America's Global Markets business, highlighting potential business opportunities, market risks, and strategic considerations for senior leadership.

- Supported post-trade activities within Bank of America's Global Markets Operations team, gaining exposure to trade lifecycle processes, operational controls, and institutional market activities through a structured 10-week MSc Finance internship programme.

Strategic Business Development Manager

Interswitch Group — Digital Merchant Payment Solutions | Jan 2020 – Sep 2021

- Managed end-to-end commercial launch projects for a B2B payments platform, coordinating cross-functionally with product, engineering, and sales teams to bring new market launches live on schedule.
- Acted as lead point of contact for external partners and strategic stakeholders during onboarding and launch, securing 5+ major strategic partnerships through structured relationship management.
- Prepared business cases and go-to-market playbooks that enabled penetration into 3 new underserved markets, sustaining 5–10% month-on-month transaction volume growth.
- Enabled data-driven decision-making at the leadership level through monthly MI reporting to the Group Head - covering launch progress, risk exposure, and commercial outcomes.

Commercial Strategy Manager

Softcom Limited — Digital Retail Payment Solutions | Jul 2019 – Jan 2020

- Developed and executed the go-to-market strategy for the firm's digital payment solution within the FMCG sector, building strategic partnerships and expanding product adoption across 1,000+ retailers.
- Identified and pursued new business opportunities through structured prospecting and lead qualification, increasing sales pipeline by 25% and achieving a 15% conversion rate.
- Developed sales strategies across 9 target market segments, managing pipeline performance and revenue forecasting to improve planning efficiency and increase forecasting accuracy by 20%.
- Collaborated with product, engineering, and operations teams to implement client feedback within launched payment solutions, improving customer satisfaction rating.

Management Consulting Graduate Analyst

PricewaterhouseCoopers (PwC) — Operations Advisory | Jun 2018 – Mar 2019

- Prepared targeted proposals and client discussion materials for 10+ prospective clients across the FMCG and financial services sectors, supporting business development initiatives and strengthening the consulting division's market positioning.
- Analysed and optimised operating processes for financial services clients, developing standard operating procedures (SOPs) that improved operational consistency and efficiency.
- Developed cost optimisation recommendations for clients using structured analysis and consulting methodologies, contributing to reductions in operating expenses.

Summer Analyst — Corporate Strategy

Asset & Resource Management Holding Company (ARM) | Jun 2016 – Aug 2016

- Led a team of 5 interns to redesign a life insurance proposition for a younger demographic — conducting market research, building user stories, and presenting the business case to senior leadership.

EDUCATION

MSc Finance

UCD Michael Smurfit Graduate Business School, Dublin | 2021 – 2022

Grade: 2.1 (3.55/4.20) | Quantitative Methods, Financial Analysis, Capital Markets, Corporate Finance, Portfolio & Risk Management

BSc Accounting

Covenant University, Nigeria | 2013 – 2017

Grade: First class (4.68/5.00) | Financial Accounting, Management Accounting, Business Finance & Law

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Certified Business Analysis Professional (CBAP), Agile Fundamentals, Lean Six Sigma Yellow Belt, Chartered Financial Analyst (CFA) Level 1.