

Hana Valencia

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SUMMARY

Payments product manager with experience guiding business initiatives, operational improvements, governance practices, reporting, and cross functional delivery in banking. Leads priorities from planning through execution, bringing business partners, technology teams, and operational groups together around clear outcomes. Uses analytics and structured reviews to identify risks, opportunities, workflow gaps, and practical improvements. Develops documentation, reporting processes, planning materials, and executive updates that support sound decisions. Experience includes payments, receivables, **treasury products**, **product development life cycle** activities, **requirements definition**, **operational readiness**, and regulated banking environments. Brings a steady focus on customer value, resilient delivery, control awareness, and clear communication across complex initiatives. Prepared to contribute thoughtful product direction and dependable execution within a public sector payments organization.

EXPERIENCE

Payments Product Manager

January 2022 - Present

Riverstone Banking Group

Chicago, IL

Owns **payment product initiatives**, operational improvement efforts, governance routines, reporting, and stakeholder coordination across banking teams. Supports planning, delivery, risk review, documentation, and **executive communication** for complex business priorities.

- Led payment initiative priorities through structured planning, stakeholder reviews, and delivery tracking for banking operations.
- Created reporting processes and decision documents that gave leaders clearer insight into operational priorities.
- Applied analytics and structured reviews to surface payment risks, workflow gaps, and improvement opportunities.
- Coordinated business partners, **technology** teams, and **operations** groups through requirements and delivery discussions.
- Updated workflows and **governance** practices, giving teams more consistent methods for operational execution.
- Prepared strategic analysis, planning materials, and executive updates for **complex cross functional initiatives**.

PROJECTS

Payment Operations Governance 📅 2024

Improved decision quality through clearer documentation, structured risk reviews, and shared operating practices for payment initiatives.

Receivables Reporting Framework 📅 2023

Connected reporting needs with operational planning, helping stakeholders review receivables priorities, risks, and customer value decisions.

LEADERSHIP & AWARDS

- Recognized by banking stakeholders for clear planning materials and dependable initiative coordination.
- Commended for improving reporting consistency and supporting informed operational decisions.
- Provided peer leadership through practical governance documentation and structured review practices.

EDUCATION

Bachelor's Degree in Business Administration

2021

University of Illinois GPA: 4.0

Urbana Champaign, IL

Coursework: Product management, data analytics, financial services, business communication

CERTIFICATIONS

- Professional Certification Training 📅 2024
- Payments Product Management Training 📅 2024

TECHNICAL SKILLS

- **Product Management:** Product lifecycle, product vision, product roadmaps
- **Backlog Planning:** Product backlogs, prioritization, release planning
- **Requirements Management:** Requirements definition, discovery, customer value
- **Payment Products:** Payments, receivables, treasury products
- **Data Analytics:** Analytics, reporting, structured reviews
- **Governance Controls:** Governance, risk controls, operational controls

- **Regulatory Banking:** Regulatory requirements, regulated environments, banking
- **Operational Delivery:** Operational readiness, workflow improvement, process updates
- **Stakeholder Tools:** Planning materials, executive updates, documentation
- **Cross Functional Delivery:** Product teams, technology teams, operations teams

SKILLS

- Product management
- Product vision
- Roadmap planning
- Backlog management
- Discovery activities
- Requirements definition
- Release planning
- Operational readiness
- Data analytics
- Payments
- Receivables
- Treasury products
- Governance
- Risk controls
- Regulatory requirements

PROFESSIONAL AFFILIATIONS

- Payments industry participant focused on product delivery, operational controls, and customer outcomes.
- Banking professional engaged with cross functional collaboration across product, technology, and operations.

LANGUAGES

- English (Native)
- Spanish (Proficient)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST