

# Francisco J. Maldonado

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## SUMMARY

Entrepreneurial leader with a proven track record in the management of start-up projects, large in-house operations and the development of new business across the US, Central America and Puerto Rico.

Personal strengths include solid financial skills, the ability to quickly assimilate business problems, a thorough understanding of legal, IT and business concepts as they relate to financial and strategic management in diverse industries and environments across borders. Also, an excellent communicator of strategic vision and business ideas at an executive and stakeholder level with great ability in managing and motivating people by communicating, building trust, fostering teamwork and rallying members towards the achievement of common goals.

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## PROFESSIONAL EXPERIENCE

**Banco Popular de Puerto Rico**, San Juan, Puerto Rico

**Senior Vice President, Commercial Loans Operations**

**Dec/10 - Present**

Manage back-office operations for bank's commercial lending business in Puerto Rico, including most notably appraisal ordering and review, commercial loans closings, loan servicing, collateral custody and vault operations. Operation involves supervisory responsibility over 118 employees with island-wide presence. Main objective is to ensure all processes supporting commercial lending adhere to internal and regulatory policies without undue effect on customer service.

### **Key Results & Experience:**

- Overhauled operation to ensure role aligned with new market and economic realities as well as a more demanding regulatory landscape.
- Integration of Westernbank commercial loan portfolio including servicing and collateral for over 6,000 relationships.
- Re-engineered commercial loans closing and appraisal ordering and review operations including the implementation of QA and productivity metrics.
- Promoted to Division Manager in recognition of positive achievements.

**EVERTEC, Inc.**, San Juan, Puerto Rico

**Vice President, Business Development**

**Jan/08 – Nov/10**

Responsible for Event Ticket Processing business line including strategic direction, financial development and export of service to US and Latin American markets. Business line consists of a 28 member multidisciplinary team operating a Web Based ticketing platform on a Software as a Service (SaaS) modality with a yearly budget exceeding \$6 Million. Also managing the creation of a US merchant acquiring subsidiary for the processing of card payments generated by ticket sales.

### **Key Results & Experience:**

- Re branded the Ticketpop ticketing platform as TRANSACTA for export to the US and Latin America.
- Acquired first ticket processing off-shore account in Acapulco, MX.
- Negotiated agreement in principle for the acquisition of ticketing companies in Boulder, CO and Monterrey, MX as well as a strategic alliance with Forbes 200 US based partner for joint development of a Next Generation Event Commerce software platform.

**EVERTEC, Inc.,** San Juan, Puerto Rico

**Vice President, Business & Administration, Ticketpop Networks Division**

**April/04 – Jan/08**

Assigned to a 5 member team responsible for developing a strategic business plan for expansion of ticketing service into US and Latin American markets. Project designated as one of 10 corporate-wide strategic projects.

**Key Results & Experience:**

- Prepared business plan for Ticketpop expansion into US & Latin American markets.
- Requested and obtained \$11 Million in new funding from Corporate Senior Management for establishing infrastructure and organization necessary to support expansion effort.
- Established a fully redundant US based data center in compliance with Level 1 PCI standards.
- Established charter for a card payment processing subsidiary in the US.

**GM Group,** San Juan, Puerto Rico

**Vice President / Manager, Joint Ventures & Acquisitions**

**April/03-April/04**

Established operation to support company growth through Mergers & Acquisitions activity. Responsible for evaluating, structuring and negotiating transactions related to business acquisitions and other capital investments as well as providing research assistance to business units in the identification of potential acquisition candidates. Direct reporting to Office of the President with "dotted line" reporting to Popular, Inc. Mergers and Acquisitions Division.

**Key Results & Experience:**

- Coordinated and performed due-diligence processes on over 10 companies in the US, Dominican Republic, El Salvador, Panama and Puerto Rico.
- Extended offers on 6 deals totaling over \$75Million. Closed on 4 of them.
- Prepared a US Market analysis identifying over 30 acquisition targets in the merchant acquiring space.
- Supported consulting firm Speer & Associates in the creation of a 5 year strategic plan for Popular, Inc.'s processing business.
- Coordinated special projects including creation of EVERTEC US subsidiary.
- Member of ATH Costa Rica and Servicios Financieros, S.A. Boards of Directors.

**Banco Popular de Puerto Rico,** San Juan, Puerto Rico

**Manager, Caribbean & Latin America Expansion Group /**

**Feb/96 – April/03**

**Manager - ATH International (GM Group)**

Spearheaded corporation's entry into Central America by managing the establishment of the ATH Costa Rica ATM and card payment processing subsidiary. Responsible for all logistics involved in starting up an operation in a foreign country including selecting and establishing office site, hiring local talent, selection of suppliers, sales and marketing of services and formulating strategies for growth at a regional level.

**Key Results & Experience:**

- Successfully handled coordination of all aspects from strategic planning and sales to administration and start-up logistics.
- Identified, designed and coordinated the acquisition of Costa Rican card processor CreST, S.A. and its eventual merger with ATH Costa Rica operations.
- Battled and unseated regional card processing monopoly, capturing 20% of Costa Rican market share and positioning the operation for expansion throughout the region.
- Involved in formulating and implementing the expansion strategy of the ATH Network throughout Central America and the Caribbean region.
- Coordinated expansion of ATH network into El Salvador and Honduras.
- Coordinated the analysis of acquisition targets throughout the region.
- Today the re-branded EVERTEC Latin America operation has 250+ employees and generates sales revenue in excess of \$38 Million yielding Net Income over \$4 Million.

**Banco Popular de Puerto Rico**, San Juan, Puerto Rico

**Investment Officer / Mergers & Acquisitions / Special Projects, Finance Area**

**Jul/93 – Feb/96**

Assisted Investment Division Portfolio Managers in the daily management of bank's investment and liquidity portfolio. Member of team chartered with evaluating acquisition targets throughout the US, Latin America and the Caribbean.

**Key Results & Experience:**

- Managed liquidity and funding for bank's \$4Billion International Banking Entity (IBE) subsidiary.
- Handled a variety of special projects including; the creation of a broker dealer subsidiary, the creation of an SBIC Venture Capital Fund and the launching of an S&P indexed IRA account including product design, marketing and personnel training.
- Evaluated acquisition and partnership targets in the US, Venezuela, Colombia and the Caribbean.
- Obtained a thorough understanding of macroeconomics and capital market dynamics.

**Banco Popular de Puerto Rico**, San Juan, Puerto Rico

**Commercial Loan Officer / Credit Assistant**

**Sep/89 – Aug/91**

Progressed through complete commercial credit training path including positions as Assistant to the Bank's Executive VP of Commercial Credit, Financial Analyst and Commercial Loan Officer for middle market loans.

**Key Results & Experience:**

- Named Secretary of the Commercial Credit Committee.
- Obtained a thorough understanding of the role of commercial banks as backbone to the economy as well as applied credit analysis and what makes an effective business plan.

**Banco Popular de Puerto Rico**, San Juan, Puerto Rico

**Management Trainee**

**Jul/88 – Aug/89**

Selected to five-member executive management development program involving one to three month assignments throughout various bank operations including Retail Banking, Finance, Strategic Planning and Commercial Banking.

**Key Results & Experience:**

- Awarded Medal of Excellence and bonus for market study on the progress and effect of Spanish banking institutions in the Puerto Rican financial industry.

**Kidder, Peabody & Co.**, Boston, MA

**Retail Broker Assistant**

**Jun/86 – Apr/88**

- Customer Prospecting, Cold Calling, sales presentations.

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## **FORMAL EDUCATION**

- **Indiana University**, Graduate School of Business, Bloomington, Indiana – M.B.A., Finance 1993
- **Boston College**, Carroll School of Management, Chestnut Hill, MA – B.S., Finance 1988
- **Colegio San Ignacio de Loyola**, Río Piedras, P.R. , High School Class of 1984

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## **PROFESSIONAL EDUCATION**

- **ITIL** - Level I certification - 2004
- **Program on Negotiation at Harvard Law School** – Boston, MA – 2001
- **Popular, Inc. Executive Leadership Academy**
- **NASD Series 7** - registered 1994 (License currently inactive).
- **American Institute of Banking** – Professor- Economics, Banking Investments and Treasury – 1994 – 1996

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## **AWARDS & FELLOWSHIPS**

- Consortium for Graduate Study in Management Fellowship, 1991-1993
- Government Development Administration of Puerto Rico Fellowship, 1991 – 1993
- Little Family Foundation/Junior Achievement Fellowship, 1991 – 1993
- Educational Opportunity Fellowship, 1992
- Banco Popular de Puerto Rico Medal of Excellence Award, 1989, 1993

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## **OTHER RELEVANT EXPERIENCE & ACTIVITIES**

- Fluent in Spanish and English. Some knowledge of French.
- Interests include surfing, watersports and playing drums.

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