

CHRISTINA CALVAO-MEDEIROS

Finance & Business Operations, Financial Services, Publicis Sapient

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EXECUTIVE SUMMARY

Finance and Business Operations leader with extensive experience supporting Financial Services clients across North America. Trusted partner to senior executives and client leadership, delivering accurate forecasting, operational transparency, risk mitigation, and process optimization while leading global teams.

CORE EXPERTISE

Financial & Operational Leadership • Forecasting & Revenue Guidance • Risk & Issue Management • Executive & Client Stakeholder Engagement • Business Reporting & Analytics • Global Team Leadership • Compliance & Security Oversight • Process Optimization

PROFESSIONAL EXPERIENCE

Finance and Business Operations

Financial Services | North America

2011 - Present

- Own the financial and operational health of large Financial Services client accounts across North America.
- Deliver comprehensive financial, operational, and performance reporting to senior leadership.
- Partner with client executives and internal leadership to maintain accurate forecasts and provide weekly revenue guidance.
- Identify financial, operational, compliance, and security risks; develop mitigation strategies.
- Provide end-to-end operational governance, including team oversight and compliance visibility.
- Develop operational support plans including effort estimation and resource assignment.
- Drive process improvements to increase efficiency, scalability, and value delivery.

RISK, CLIENT & TEAM LEADERSHIP

- Track and communicate project risks and issues to account and project leadership.
- Serve as a trusted advisor to Account Leadership through timely risk escalation and operational insight.
- Build peer-level client relationships aligned to client business drivers, culture, and priorities.
- Lead and mentor a global team of Operations Associates, Senior Associates, and Managers.
- Support hiring, training, and internal operational initiatives.

EDUCATION

Bachelor of Science, Business Administration, Marketing & Management Information Systems
Northeastern University / College of Business

Associate of Science, Computer Science
QCC

CORE SKILLS & COMPETENCIES

Finance & Business Operations

- Financial & Operational Management
- Revenue Forecasting & Guidance
- Budget Oversight & Cost Management
- Financial Performance Analysis
- Profitability & Margin Management

Project Management

- End-to-end project planning and execution
- Cross-functional team coordination
- Timeline, scope, and risk management
- Change management and implementation support
- Managing competing priorities and interests
- Facilitating decision-making and consensus

Operations & Process Excellence

- Operations Support Planning
- Resource & Capacity Planning
- Effort Estimation & Staffing
- Process Improvement & Optimization
- Operational Efficiency & Scalability

Reporting & Analytics

- Executive-Level Reporting
- Business & Financial Dashboards
- KPI & Performance Tracking
- Data-Driven Decision Support

Risk, Compliance & Governance

- Risk Identification & Mitigation
- Issue & Escalation Management
- Compliance & Security Oversight
- Contract & Staffing Risk Management
- Operational Governance

Client & Stakeholder Management

- Executive Stakeholder Engagement
- Client Relationship Management
- Peer-Level Client Leadership
- Client Needs & Business Driver Analysis
- Cross-Functional Collaboration

Leadership & Talent Development

- Global Team Leadership
- Coaching & Mentoring
- Performance Management
- Role Definition & Team Structuring
- Talent Development & Knowledge Sharing

COMMUNITY & VOLUNTEER EXPERIENCE



Strategic Planning



School Council



PTO Treasurer



Event Coordinator

EDUCATION LEADERSHIP



BBRSD Strategic Planning Committee — *Member* | 2025

Tahanto School Council — *Member* | 2023–Present

PARENT & SCHOOL INVOLVEMENT



Boylston Elementary PTO Treasurer

2022–2024



Pumpkinfest Fundraiser Founder & Organizer

2021–2022



Boylston Education Collaborative

Board Member & Co-Treasurer

COMMUNITY ENGAGEMENT



Boylston Egg Hunt Coordinator

with Boylston Public Library)

“Dedicated to Supporting Our Schools & Community.”