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We’re banking on them
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WE'RE BANKING ON YOUTH

Training, professional
dvelopment opportunities
play a role in retaining talent

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The Philadelphia Business Journal has committed this year to
highlighting millennials (those born between 1982 and 2000) who
are beginning to make an impact on their industries in Greater
Philadelphia. This week, we selected 16 millennials in the local
banking scene. They were chosen based on our own institutional
knowledge and from recommendations by our network of news sources in the
banking community. By no means is this a complete list. But it shows the depth
and variety of young professionals who have made their mark in the local banking
world. Many of them were lucky enough to receive at least some formal
training, something local banks are doing more to better recruit and retain talent.

Many of today’s most senior bankers are products of training programs that Philadelphia
banks of yesteryear like CoreStates, PNB, Provident, Mellon and Girard would use to
grow new generations of talent. Those programs were largely eliminated in the 1990s
as all of those institutions were eventually acquired.

“And they really weren’t picked up again for 15 years,” said Alan Kaplan, CEO of Wyncote’s
search firm Kaplan Partners. “So there is a huge gap between generations that were
not formally trained by their bank.”

Kaplan said most banks today hire people
and put them into RMA (Robert Morris Associates) training or their own program. They start
as analysts but technology has made training quicker.

“I’m sure some banks get concerned about putting all this money into training only to
have them get poached,” Kaplan said. “That might be the case but you need to have profes-
sional development opportunities if you want to keep them.

“Larger banks do have more resources but
that’s not necessarily always going to work
out in their favor. I’ve seen a lot of commu-
nity banks do a better job retaining their tal-
ent. You just need a plan. There’s lots you
can do without spending tons of money.”

And it is clearly important to millen-
nials, who are estimated to make up 45
percent of the U.S. workforce and 75 per-
cent of the global workforce by 2020. A
recent study of top millennial goals and aspirations conducted by Kleiner Per-
kins Caufield & Byers and the Indepen-
dent Community Bankers Association
shows that more than a fifth (22 per-
cent) chose training and development,
just behind desire for meaningful work
(30 percent) and high pay (27 percent).

Millennials are talented, empathetic,
tech savvy and they want to do a good
job but they have a reputation of being
demanding and they want to get paid. In
reality, they are not that much different
than any other generation.

Our list includes those who are promi-
inent in retail, lending, wealth manage-
ment, finance and operations.

We asked them: What is your career
motivation? What unique challenges
does your generation of bankers face?
What is your favorite place in Greater
Philadelphia and why? You can see their responses on the following pages.
MILLENNIALS TO WATCH IN BANKING

MICHAEL C. MCCARRIE

Age: 34  
Title: Vice President, Loan Administration  
Assistant Manager/Loan Operations Manager  
Company: Citizens Bank  
Original hometown (or city neighborhood): Mayfair  
Current hometown (or city neighborhood): Broomall  
Education: BA, corporate communication – The Pennsilvania State University

McCarrie managed the loan operating system and processes as the bank grew from $250 million in assets in 2009 to almost $10 billion. He was charged with executing projects and processes related to the company's intense growth including data conversions for three bank acquisitions, various portfolio acquisitions, managing organic growth and the implementation of new products and services.

What is your career motivation? I like to build. My motivation is to use the skills that I continue to acquire in order to discover new solutions, implement enhanced efficiencies and design unobtrusive controls to create mutually beneficial and valued customer relationships.

What unique challenges does your generation of bankers face? Leveraging technology to provide valued products and services while mitigating/controlling the risks involved is a challenge that current bankers face. Bankers need to empathize with their customers (both internal and external) and maximize their emotional intelligence level.

What is your favorite place in Greater Philadelphia and why? Citizens Bank Park, especially for Game 5 of the 2008 World Series. What a great moment to share.

DAVID D. OXLEY

Age: 33  
Title: Vice President – Financial Advisor  
Company: Fulton Financial Advisors  
Original hometown (or city neighborhood): Hartford, Conn.  
Current hometown (or city neighborhood): Newtown  
Education: Bachelor's degree – University of Hartford

Oxley started his career as a personal banker at Citibank and rose up the ladder to earn the title of vice president before leaving five years later to become a financial advisor at Morgan Stanley. He joined Citizens Financial in 2014 and then Fulton last year. He manages an investment portfolio of approximately $40 million.

What is your career motivation? Ultimately, I strive to give my clients peace of mind during the financial planning process. I take a transparent approach, maintaining an open dialogue with my clients so I can make sure that I'm recommending solutions that are compatible to their unique needs and goals.

What are the unique challenges does your generation of bankers face? The rapid pace of change – it's critical that we remain flexible and resilient so we can quickly adapt as technological solutions evolve and the regulatory landscape continues to change.

What is your favorite place in Greater Philadelphia and why? Rittenhouse Square Park, particularly during the holiday season – the Christmas lights in the park look amazing.

JAMILLAH MOORE

Age: 31  
Title: Vice President Regional Manager  
Company: Citizens Bank  
Original hometown (or city neighborhood): South Philadelphia  
Current hometown (city neighborhood): Wynnewood  
Education: West Catholic High School  
Community College Philadelphia

Moore started her banking career in her late teens as a teller at PNC Bank, earning seven promotions in six years and becoming the bank's youngest manager at age 29. After spending some time at Citibank, she joined Citizens Bank in 2014 as a branch manager of a large center city branch, followed by a promotion to regional manager in less than two years. And in January 2017, she expanded her span of control to include 18 branches and 98 employees in Philadelphia and Montgomery counties.

What is your career motivation? My amazing tea is my motivation each day. I take pride in knowing I can positively affect each of my team member's lives by simply being a great leader.

What are the unique challenges does your generation of bankers face? My generation loves instant gratification and relationships take time to build. Find successful bankers do not just sell, they build long-term relationships with clients that lead to future opportunity and revenue for the bank.

What is your favorite place in Greater Philadelphia and why? My mother's house. Work/life balance is very important to me and being around the people I love most gives me the drive to keep winning.
JASON SHEEHAN

Age: 30
Title: Vice President, Commercial Real Estate
Company: Meridian Bank
Original hometown (or city neighborhood): Costwille
Current hometown (or city neighborhood): Wilmington
Education: Smal College of Business, Penn State University, 2009

Sheehan manages complicated, multifaceted real estate loan relationships both on a construction and permanent basis. Meridian said his leadership abilities go well beyond developing and maintaining client relationships, as he actively supports the growth and development of the bank's credit analysts by leading training programs.

What is your career motivation? My motivation comes from my wife and two children along with a sense of ownership and responsibility to continue Meridian’s growth, having started there as an intern in 2008. These motivations lead to my desire to provide accessibility and quick, honest decisions and feedback to my customers.

What unique challenges do you face? We are now facing challenges and preparing for the next downturn, while having only entered the field as the last recession ended. New trends in business development and real estate, especially locally, are largely driven by millennials, and it is our responsibility to understand these new trends and how they affect credit standards.

What is your favorite place in Greater Philadelphia and why? The stadium complex as most of my non-work related trips in to the city have centered around sporting events and concerts with family and friends.

LUVLEEN SIDHU

Age: 31
Title: President, Co-Founder and Chief Strategy Officer
Company: BankMobile
Original hometown (or city neighborhood): Reading
Current hometown (or city neighborhood): Between New York City and Reading
Education: MBA from the Wharton School at the University of Pennsylvania and a BBA in government from Harvard College

Sidhu was the co-founder and chief strategy officer at BankMobile until recently being promoted to president. She is also the director and founder of the BankMobile Foundation. Prior to her current role, she was a management consultant at Booz & Co. In their financial services practice. Before attending business school at Wharton, she worked as the director of corporate development at Customers Bank.

What is your career motivation? I hope to disrupt the traditional bank model through technology and build a profitable, high-growth fintech company. Our mission is to financially empower millions of Americans and help them create their best financial life.

What unique challenges do you face? We operate in a highly regulated industry and at times it is challenging to be innovative and technology-driven, which is needed to best serve the customer, while operating within the regulatory constraints.

What is your favorite place in Greater Philadelphia and why? I love the restaurants in Philadelphia! Some of my favorite places to eat are Zahav, Tinto, Barbuzzo and Jamonera.