

# Curt T. Otaguro

---

## **Banking Experience – First Hawaiian Bank**

**37 years**

Credit and debit card experience:	12 years
Operations research and product development experience:	13 years
Information management and technology experience:	6 years
Retail banking branch management	2 years
Digital banking and call center management	4 years

## **EDUCATION**

HIGH SCHOOL:	Iolani School	COLLEGE:	University of Redlands
		DEGREE:	Bachelor of Science
		MAJOR:	Management

## **CONTINUING EDUCATION**

<u>Seminar/Course Title</u>	<u>Location</u>	<u>Graduated</u>
1. School of Bank Marketing	Boulder, Colorado	1990-1991 (with Honors)
2. National School of Bank Card Management	Norman, Oklahoma	1985
3. American Institute of Banking	Honolulu, Hawaii	1982-1983

## **EXPERIENCES AND LEADERSHIP**

### **First Hawaiian Bank (FHB) - Digital Banking Division [July 2015 – December 2018]**

Executive Vice President and Division Manager

Manages the bank's online channels including online and mobile banking services, on-line account opening, social media monitoring, and corporate web site. Additionally, oversee the bank's 24x7 customer service center, interactive voice response system, new digital technology R&D, and operational support unit for digital banking. Responsible for over \$3 billion in digital transactions processed through the online and mobile banking channel annually.

### **FHB - Personal & e-Banking Division (May 2012 – June 2015)**

Executive Vice President & Division Manager

Managed personal banking segment for the Retail Banking Group, overseeing the program and growth of \$8.9 billion in loans and deposits combined. The segment included 75,000 customers and 140 personal bankers in the system. Also, managed the Bank's online and mobile banking channels, 24x7 customer service center, corporate web site, on-line account opening, and social media.

### **FHB - Retail Banking Group [March 2011 – April 2012]**

Executive Vice President and Regional Manager

Senior Management Committee

Oversaw 32 Oahu branches and also responsible for the bank's Personal Banking segment with 113 personal bankers with over \$8 billion in loan and deposit footings. Directly responsible for both deposit and loan production for 17 branches and business development activities to generate new sales and customer relationships. Also oversaw the development of a credit union partnership, soliciting deposits, cash management, ATM processing, share draft processing, cash services, etc. and grew the deposit base to over \$120 million over a 4 year period.

### **FHB - Card Services Group [January 2009 – February 2011]**

Executive Vice President & Group Manager  
Senior Management Committee

In addition to managing the Bank's consumer, small business and corporate debit and credit card programs, Card Services also operated card programs for Bank of the West, six mainland based agent bank programs, and BNP Paribas Hong Kong and Singapore corporate card programs. Managed the Bank's 7,500 merchants using merchant services, and over \$4 billion in merchant deposits. Also oversaw the division's cash management functions under the ACI Web Cash Manager service and related business services including payroll services, settlement services and small business relationships.

### **FHB - Card Services Division [February 2002 – December 2008]**

Senior Vice President & Division Manager

Accountable for bank's credit card portfolio with P&L responsibilities for \$335 million in outstandings and \$80 million in revenues. Responsible for 66 FTEs and servicing areas that include BankCard Center (credit & collections, card production, customer service, accounting, and account and risk management), commercial cards, POS debit cards, vendor management and technical systems.

Responsible for marketing, business development and portfolio growth of commercial card programs (business, corporate, and purchasing), affinity group alliances, and Agent Bank initiatives in the US Mainland. Responsible for the establishment of a co-branded debit and credit card program in Guam and CNMI with United (formerly Continental) Airlines. Grew outstanding balances to \$50 million and credit card sales over \$75 million. Serviced \$24 million Bank of the West credit card portfolio and supported BNP Paribas with international and US corporate card expansion opportunities.

### **FHB - Information Management Group & Operations Research & Development Division [January 1995 – January 2002]**

Senior Vice President & Division Manager

Senior Vice President & Deputy Group Manager [September 2001 – January 2002]

Responsible for bank's information technology research and development planning, alternative delivery channel, product management, and P&L and line responsibilities for ATM, debit cards and PC banking, bankwide project management, vendor management, product and system engineering for deposits and consumer loan host application systems, and bank internal publications and procedures. Responsible to facilitate development and upkeep of the corporate business contingency plan and disaster recovery effort. Responsible for administering bank's resource allocation process for technology resources. Manage 17 full time employees including business analysts, developers, writers, and operational staff.

Responsible for 89 full time employees in the transaction management area, including item processing, proof and transit, ACH, statement rendering and bulk mail operations, lockbox processing, adjustments and service center and mail operations.

Responsible for developing cost effective solutions to match both bank and customer needs as well as keep management abreast of emerging technology developments within the industry. Also, support bank's strategy to analyze out-of-market opportunities, new lines of business, and lead task forces responsible for conversions when required.

### **FHB - Research & Development Department [January 1990 - December 1994]**

Vice President and Department Manager

Managed 9 full time employees responsible for bank wide delivery system development and implementation. Led the research, financial analysis, and implementation of the Bank's 24 hour customer service center, managing a multi-million dollar budget and project. Also led the development of on-line and off-line POS debit card and the conversion of ATMs to newer, more cost effective technology. Developed a marketing customer information system designed to leverage bank's information system to the business unit for business decision support.

**FHB - President's Office [August 1988 – January 1990]**

Assistant Vice President & Product Development Officer

Reported to the administrative assistant to the President, responsible for the re-engineering of the bank's product development process. Led task force to re-energize innovative and creative development at FHB. Also, reviewed product line performance to determine profitability and future potential. Terminate product lines if the financial performance did not meet bank's standard returns.

**FHB - Electronic Banking Division [April 1985 - August 1988]**

Assistant Vice President & Electronic Banking Officer

General responsibilities included assisting the division manager with administrative duties in the credit card, merchant and electronic banking areas. Specific duties included serving as Product Manager for the Bank's TellerPhone Home Banking Service, Product Manager for CARDPAC (application software system for credit cards), and Product Manager for the Bank's OTTO ATM Network. Assisted with product development, system and procedures design and marketing initiatives.

**FHB - MasterCard Division [August 1982 - April 1985]**

Authorization Manager and Loan Representative

Served as Loan Representative and Authorization Manager of the Bank's 24-Hour Authorization Center. Direct supervisory duties for 24 by 7 day-to-day operations servicing credit card merchants, approving credit card applications and handling customer service issues with credit card customers on a daily basis.

**First Hawaiian Bank (FHB) - Branch Operations [August 1981 - August 1982]**

Management Trainee - Operations

Gained general branch experience primarily in operations and general banking.

**J.C. Penney [September 1980 – June 1981]**

Management Intern

Gained front-line retail experience in customer service, cashier, lay away, and store management.

**City and County of Honolulu, Office of Human Resources [1978 – 1980]**

Senior Counselor

Responsibilities included assisting in the administering of the Summer Youth Employment Program and handling of the program's payroll budget. Also devised new alternatives to improve the efficiency and accuracy of the program's operations.

**OUTSIDE ACTIVITIES – Past**

U.S.-Japan Council

United Japanese Society of Hawaii

Honolulu Japanese Chamber of Commerce, Director and Board Member

Japanese Cultural Center of Hawaii, Chairman

Special Olympics Hawaii, Chairman

United Cerebral Palsy Association of Hawaii, President

Iolani Alumni Board of Directors

Junior Achievement Ambassador

Honolulu Downtown Jaycees, EVP

Easter Seals of Hawaii – VIP Fundraising Program

**OUTSIDE ACTIVITIES - Current**

Waialae Country Club, Finance Committee Vice Chairman  
Hands of Hope Foundation, President

**COMMUNITY SERVICE – AWARDS**

TOYP – Three Outstanding Young Persons of Hawaii 1994

**PROFESSIONAL ORGANIZATIONS**

Fiserv Digital Banking Client Advisory Council 2017 - 2018

Star Systems - Marketing Advisory Committee 1994 - 2010

MasterCard International - US Deposit Advisory Council 1993 - 1996

**PERSONAL REFERENCES**

Available Upon Request