

Amy G. Harkins – Director, Global Corporate Events

Career “Success Story”

Amy received her Bachelor of Science degree from Georgetown University and immediately began her career with the accounting firm, Arthur Young. The transition to Arthur Young was an easy one for Amy because she worked fulltime for the firm during her college years. After roughly 5 years with Arthur Young, Amy moved to Pittsburgh with her fiancé and obtained a position with Rockwell International in the Pension Asset Management department. Her responsibilities were focused on the International funding and allocation of the Global Pension Plans.

Amy started her official career with Mellon in September of 1991 as a Business Analyst working on customized client reporting. Rockwell International outsourced its business to Mellon Financial, which transitioned Amy to her new employer. During these early years with Mellon, Amy advanced her education by obtaining her MBA through Duquesne University with a concentration on International Finance.

After only 2 years working on customized client reporting, Amy was asked to join the Integration Management Team. Her “never say no” attitude and ability to take on new challenges, led her to this new role and she led a team on the integration of Mellon Trust and Boston Safe and Deposit. This role coordinated the technical and operational teams to combine the two organizations onto a single platform while ensuring no disruption in the quality and level of service to clients. This is where she feels she truly began her understanding of the securities operation business and its processes. She developed change management expertise and her analytical and accounting background was instrumental to her success.

In 1996, Amy was again approached for a new challenge. She began working as a Vice President of Business Process Reengineering. At the time, Amy reported to the Executive Vice President of Trust and Custody. She managed a team of 12 professionals along with directing a team of Price Waterhouse Coopers consultants. Amy worked directly with the securities operations key managers on the implementation of standardizing procedures within the trade processing, foreign exchange, securities lending, accounting and valuations along with centralization of data collection. This initiative was cross-city and encompassed various applications. It was here, that Amy further refined her negotiation and influencing skills.

In 1997, Amy was asked to pick up her young family and move to Toronto, Canada. CIBC Mellon Global Securities Services and CIBC Mellon Trust Company was in need of someone with her background and expertise. Her new role as Chief Financial Officer of the newly formed Joint Venture between Mellon Financial and the Canadian Imperial Bank of Commerce (CIBC) was undertaken during the same time. The acquisition of several banks of business, including Canada Trust and Bank of Montreal allowed the company to grow to become the 2nd largest Canadian provider of Trust and Custody business during her four 1/2 years. Within two years she was asked to take on the added

responsibility of Director of Investment Fund Accounting and Conversions in order to complete the harmonization of the Canadian Service Offering. The professional exposure throughout her time at CIBC Mellon was one of her greatest challenges to date. Amy managed a team of 280 through 5 direct reports in two geographic sites. When asked what she took away from her experience in this role, Amy states “that this is when she really learned to trust in her heart. Everyday we are faced with new challenges and sometimes we need to look deep inside and do what is right for ourselves.” She learned what motivates people and how to look at situations from a global perspective when making a decision.

After nearly 5 years in Canada, Amy was informed that she was needed back at the Mellon Financial Headquarters in Pittsburgh, PA. She became a Senior Vice President and Managing Director of Global Asset Servicing. Amy was responsible for asset servicing worldwide including corporate action notification and response, income processing, securities pricing, security reference data maintenance, tax reclaims and class action processing. In this role, Amy felt she evolved how to share a global vision and encourage her team to embrace changes for the better of an operational process. She learned how to shield her managers from the “noise” so that they could concentrate on running their business. And when the time was right and the groundwork was laid, Amy would bring her team together to meet the strategic goals of the Company.

There are several things that Amy feels have helped her achieve her career success. She’s been fortunate to have managers that have believed in her abilities and her ideas. Her positive attitude and resiliency through change, have kept her grounded and realistic. But most importantly, Amy believes in surrounding herself with people she can trust. Loyalty is very important to Amy.