

MEMBER SPOTLIGHT

DONNA HOWELL

SVP, Customer Success, Ampcus



Hometown

Alexandria, VA

Fun Fact

I've been an Adjunct Professor at University of Maryland and a Guest Lecturer at Johns Hopkins University. Now, I'm working with an amazing group of individuals to create a disposable alcohol detection patch that allows students, and their friends, to know that "blue means No".

Describe your journey in the financial services industry and how your career has evolved to your current position.

I've worked in the Financial Services industry throughout my career. As an associate/senior associate in Booz Allen Hamilton's commercial business, where I supported Financial Services clients in the US and Europe; as a Director and Officer at Freddie Mac, where I led transformation efforts in the Capital Markets, Single Family, and IT divisions and served as Chief of Staff to the CEO and Chief Procurement Officer; and at Ampcus, a global technology company, where I lead Customer Success and support clients in one our largest industry segments.

What do you love most about what you do?

I love to learn about new technology, what makes it special, and how it can help companies optimize performance and gain competitive advantage. I really enjoy moving beyond just reading about new technology to working with our Innovation Labs to play with it. This removes the mystery and breaks it down to understand whether its incremental innovation or truly disruptive innovation that can create new markets and value networks. This also lets me play consultant, which I love to do, and work with our teams to understand how the new technology mixes with other technology – and what vulnerabilities it may have, then build frameworks and accelerators that help customers to successfully adopt the new technology and achieve tangible success.

Because today's Financial Services companies are really technology companies, I'm fortunate enough to support an industry that's continually pushing the limits of how technology can improve the customer experience and company performance.

Hobbies

Mentoring small businesses, reading, and being a puppy momma.

How long have you been a member of WHF?

Two years

Describe your involvement with WHF.

I have attended various WHF events (e.g., breakfast events, lunch events, other special events). I also worked with WHF to coordinate a panel event on Cybersecurity in Financial Services and cybersecurity immersion playground for the 2019 Annual WHF Conference. I am also proud that my company, Ampcus, is a WHF sponsor.

What have you gained from being a member?

My involvement with WHF exposed me to diverse topics impacting the Mortgage and Financial Services industries, including perspectives from the individuals who are influencing and driving industry changes, and industry-leading companies that sustain and reshape those industries.

How do you make the best use of your day?

I'm a morning person, so I like to get settled and start the day early. This gives me time to produce work that requires a fresh mind and the ability to focus.

Who or what inspires you?

Working for a women-owned business and having the opportunity to meet many women leaders throughout my career, I'm awed by their intelligence, passion, strength of character, and ability to juggle so many things. I'm equally inspired by the "he for she" men who advocate for and support women. I can honestly say that I would not have enjoyed the opportunities I've fortunate enough to experience in my career without the support from men, such as Jay Davis, Joe Rossi, Rob Lux, Salil Sankaran, and others.