

# W O M E N   O F   I N F L U E N C E : BANKING



**F**ROM WRESTLING WITH THE FISCAL REPERCUSSIONS OF A GLOBAL PANDEMIC, TO THE CONTINUING GLOBAL IMPACT OF Brexit, to charting a course for responsible data protection in the age of A.I., leadership of the banking sector has faced many key challenges during the past year. The good news locally is that many of the country's top banking industry thought leaders are based in the LA region.

With 2021 well underway, and businesses focused intently on fiscal planning and protecting the bottom line, bankers are perhaps more essential than ever. There are some particularly stellar bank industry thought leaders and trusted advisors in the LA region – who happen to be women – and we've alphabetically listed some of the very best of them here, along with key information about their careers, practice and some relevant recent successes they've achieved.

These are the women we chose to recognize for exceptional leadership, knowledge, skill and achievements in banking across the full spectrum of banking responsibility along with the highest professional and ethical standards, and for contributions to the Los Angeles business community at large.



## WOMEN OF INFLUENCE: BANKING

# Bank Economists See Strengthening Economic Recovery Ahead

The U.S. economy will grow at a robust pace of about 4% over the four quarters of 2021, the strongest growth in nearly two decades after the deepest recession since the Great Depression, according to the latest forecast of the American Bankers Association's Economic Advisory Committee. However, the economy remains in the grip of the pandemic and growth is expected to decelerate in the current quarter.

"The painful toll from COVID-19 continues to add up," said Beata Caranci, senior vice president and chief economist at TD Bank Group and the current EAC chair. "In addition to rising hospitalizations and deaths, the pandemic is weighing on the U.S. economy as social distancing and business shutdowns in many states have slowed commerce considerably."

After a slow start to the year, growth will accelerate into the second quarter and beyond, according to the group. Committee members agree that the outlook will brighten considerably as mass vaccinations across the nation bring many consumers out of isolation and back to stores, restaurants, movie theaters and travel. States will likely ease business restrictions when the most vulnerable individuals are inoculated and hospitals are no longer at capacity. Moreover, \$900 billion of additional federal support will bolster the recovery, with the potential for more to come

from the new Congress providing another shot in the arm for the economy.

"As the balance shifts from hospitalizations to vaccinations, growth should accelerate," Caranci said.

While all committee members expect economic momentum to build in the spring, there is divergence in views on timing and speed. Those forecasting less of a boost this year anticipate a stronger 2022. Moreover, the pace of recovery will vary across states.

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The bank economists expect that the labor market will heal more slowly than the overall economy. The nation lost over 22 million jobs last March and April and overall employment remains nearly 10 million short of pre-COVID levels. While committee members forecast close to 5 million additional jobs this year, a return to full employment remains two or three years away. The committee expects the unemployment rate to decline from 6.7%

last month to 5.4% by the end of 2021.

"The speed of the labor market recovery normally trails the economic recovery," said Caranci. "Many businesses will be cautious in rehiring until they see concrete signs of sustained demand and a reduction in slack."

The EAC noted further that many jobs will remain lost to business shutdowns and failures, and that many surviving firms have learned to be more efficient and operate with fewer workers.

contain the virus and any further mutations to the point that states relax business restrictions and people are ready to return to previous activities, a surge in consumer spending and inventory rebuilding would certainly revive the economy faster, according to the EAC.

The committee remains cautious about the outlook for external demand given the uneven recovery among the nation's major trading partners.

"International tourism also is likely to remain restrained as countries reopen at different paces," Caranci said.

The EAC forecasts price gains to pick up this year as the economy recovers, but barely meet the Federal Reserve's inflation goal of somewhat above 2%. Accordingly, the committee anticipates that the Federal Reserve will not change the target range for the federal funds rate in the foreseeable future. Consequently, the committee sees little change for short-term interest rates this year, and projects rates on longer-term U.S. Treasury securities and mortgage rates to rise modestly.

*The American Bankers Association is the voice of the nation's \$21.2 trillion banking industry, which is composed of small, regional and large banks that together employ more than 2 million people, safeguard \$17 trillion in deposits and extend nearly \$11 trillion in loans.*



Congratulations Kristina Sawyer on being recognized as one of LABJ's Women of Influence in Banking for 2021. Thank you for your outstanding contribution since the early days of our first private debt fund, and for your leadership in the non-bank lending industry.

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WOMEN LEADERS OF INFLUENCE: BANKING



**MICHELE HAVENS**

President, West Region  
Northern Trust  
310-282-3800

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# ABA Expands Diversity, Equity and Inclusion Team

The American Bankers Association, the voice of the nation's \$21.1 trillion banking industry and its more than two million employees, welcomed Jasmine Cooper in October of last year as its new vice president of internal Diversity, Equity and Inclusion. Cooper's hiring is the latest example of ABA's ongoing commitment to expand its DEI program both internally and within the banking industry.



Cooper

Cooper is responsible for ABA's internal DEI strategy and will serve as a subject matter expert advising ABA management. She will lead mentorship and sponsorship programs, diversity-related education and training for ABA employees, helping the association shape its workplace culture to further enhance inclusion.

"We believe in a diverse and inclusive workplace with a staff that is representative of the customers, clients and communities that our nation's banks serve," said Rob Nichols, ABA president and CEO, at the time of announcing Cooper's new post. "Jasmine's expertise will help elevate our efforts to achieve best-in-class diversity, equity and inclusion practices as we continue to provide resources to guide and encourage our members' DEI initiatives."

Cooper joins Naomi Mercer who was



hired in 2019 to serve as ABA's senior vice president of Diversity, Equity & Inclusion. Mercer leads ABA's external diversity efforts by helping member banks across the country develop and expand their diversity and inclusion programs.

"I'm excited by this opportunity to build on the important DEI work already underway at ABA," said Cooper. "As we continue to

expand our internal DEI program, we will be in a better position to help our members meet their goals."

Cooper comes to ABA from Steptoe & Johnson LLP, where she served as the law firm's senior manager of diversity, inclusion & corporate social responsibility. At Steptoe & Johnson, Cooper consulted executive leadership on diversity and inclusion through

We believe in a diverse and inclusive workplace with a staff that is representative of the customers, clients and communities that our nation's banks serve

focused conversations addressing organizational values, culture, strategies, policies and procedures to collaboratively develop a framework to improve organizational approaches. She also advised firm leadership on using equity to advance diverse and women lawyers, and worked to leverage opportunities to create diverse lawyer teams for clients, among other responsibilities.

Prior to her time at Steptoe & Johnson, Cooper served as operations manager for Many Voices: A Black Church Movement for Gay and Transgender Justice and as a program management specialist of external relations for the University of Maryland, where she created and developed its nationally recognized Diversity Strategic Plan for the university's Clark School of Engineering.

A native Washingtonian, Cooper holds a B.A. in communications from the University of Maryland.

# Bravo!

## Jennifer Povlitz, CFA going above and beyond

Jennifer leads the West Division for UBS Wealth Management, which includes 3,000 employees, \$2.5 billion in revenues and nearly \$500 billion in assets under management across 13 states and 90 locations. She is a member of the executive leadership team for Wealth Management Americas. Jennifer engages with leaders and advisor teams to drive growth and deliver purposeful solutions to UBS clients. In addition to her executive leadership role, Jennifer was recently appointed as Co-Chair of UBS Americas Diversity, Equity and Inclusion Council.



**Jennifer Povlitz, CFA**  
 Managing Director  
 West Division Director, Wealth Management USA  
 jennifer.povlitz@gmail.com

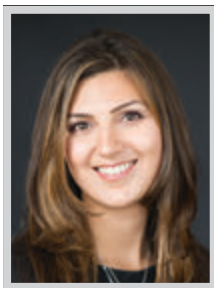
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## WOMEN OF INFLUENCE: BANKING

**LAUREN ANTION**

Vice President, Member of Beauty & Personal Care  
Intrepid Investment Bankers

**L**auren Antion is a vice president in the Beauty & Personal Care practice at Intrepid Investment Bankers, a subsidiary of MUFG Union Bank, N.A. She works with deal teams on originating and executing mergers and acquisitions as well as helping to raise capital across the Beauty & Personal Care sector. She serves in key leadership positions in the firm's analyst recruiting program and firm training committee.

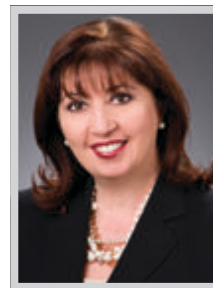
During her close to six year tenure at Intrepid, Antion has held significant roles on several high-profile beauty and personal care transactions. Recently, Antion successfully executed the sale of leading pro-age cosmetics and skin care brand BOOM! by Cindy Joseph to Juggernaut Capital Partners; the sale of prestige lash and color cosmetics brand Lilly Lashes to Gauge Capital; the sale of leading hair care platform JD Beauty to ACON Investments; and the investment by Kainos Capital in prestige skin care brand Beauty Biosciences.

**BITITA ARDALAN**

Managing Director, Head of Commercial Banking  
Union Bank

**B**itita Ardalán is managing director and head of commercial banking for MUFG Union Bank. The Commercial Banking group is an origination and portfolio management unit serving middle-market companies with revenues of \$50m - \$2b across a range of industries with credit and non-credit ancillary products.

As the leader of a business with a 150+ year history on the West Coast, Ardalán sets its strategic vision and heads a high-caliber team. Ardalán oversees 160+ employees in 17 offices, and more than 200 support partners. Her division is strategically designed to be lean and efficient, however she is closely aligned with many other divisions for which her team generates significant revenue, including Transaction Banking, Capital Markets, Intrepid Investment Bankers, Real Estate Industries, Asset-Based Finance, Syndications, FX, Interest Rate Derivatives, Wealth Management & Private Banking, and Consumer Banking.

**FRIDA BANK**

Executive Vice President & Head of Risk Management  
CTBC Bank USA

**A**t CTBC Bank USA, which is supported by more than \$180 billion in global assets, Frida Bank leads the U.S. risk management team focused on traditional risks as well as emerging and complex risks including cybersecurity, fraud and other technology threats that are critical to stakeholders. Over the past few years, Bank has been instrumental in establishing CTBC's state-of-the-art risk management, compliance and governance practices in conjunction with achieving optimal business objectives and phenomenal growth.

Bank helped spearhead CTBC's investment in USC's College Advising Corps to support efforts to recruit and train recent college graduates, many of them first generation college goers, and place them in underserved Los Angeles area high schools as mentors to assist students with their college searches and applications. In addition, since 2013, Bank has served on the board of Junior Achievement of Southern California.

**KAREN BROWN**

Senior Vice President  
First Bank

**K**aren Brown, a senior vice president at First Bank, is an experienced professional banker that leads the bank's Woodland Hills office. She has been the top producer for that office year in and year out. Brown is very well connected in the middle market banking community in the San Fernando Valley.

Brown has an extremely loyal customer base and she provides excellent service and consultative advices to her client base. She is active in the community, regularly making time to work with the Boys and Girls Club, Homes for Families and Camp for Kids. She is an all-around excellent banker with strong BD and portfolio management skills.

# Congratulations Bitita Ardalán

Union Bank® is honored to congratulate Bitita Ardalán for being recognized by the Los Angeles Business Journal as a Woman of Influence in Banking for 2021.

Here's to Bitita and all of the extraordinary women who made this list for their outstanding leadership and commitment to excellence. We are looking forward to seeing what you'll achieve in the coming year.

**Bitita Ardalán**

Head of Commercial Banking



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WOMEN OF INFLUENCE: BANKING

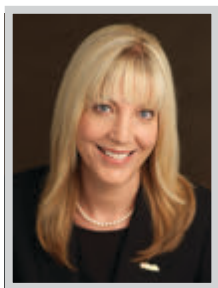


**REDONNA CARPENTER-WOODS**

Senior Vice President, Market Executive  
for Commercial Banking  
Bank of America

**R**edonna Carpenter-Woods is the senior vice president, market executive for Commercial Banking in the Los Angeles Coastal Market with Bank of America. With nearly 30 years of financial services experience, Carpenter-Woods leads a team of 10 business bankers to deliver strategic, integrated financial guidance and solutions to companies, with \$5 million to \$50 million in annual revenues. Recently celebrating 10 years with Bank of America, she is an accomplished leader in SBA, Consumer and Commercial Banking.

Carpenter-Woods dedicates time to help employee teammates grow their careers as the executive sponsor for Bank of America's women employee network in Los Angeles and Multi-Cultural Women Ready to Lead. She is also a member of the bank's Black Professional Group and the Black Executive Leadership Team. She is also an active volunteer in the communities she serves and has served in many leadership roles on non-profit boards over her career.



**TERESA CASPARY**

Senior Vice President and West Region Manager  
U.S. Bank National Association

**T**eresa Caspary is a senior vice president and regional manager for the western U.S. and national leader for the escrow product with the Global Corporate Trust team at U.S. Bank. Based in downtown Los Angeles, Caspary oversees nine offices covering 14 states and more than 18,000 accounts across the western U.S. For more than 20 years, her unit has been a market leader in providing bond issue trustee and agency services to numerous large corporations and municipalities, including the City of Los Angeles and Los Angeles County.

Caspary's unit consistently has #1 municipal trusteeship market share and either #1 or #2 in corporate market share. Nationally, she leads the escrow product, which focuses on providing escrow agency services for merger and acquisition transactions and litigation settlements. She manages a highly experienced and professional staff and enjoys working with corporate and municipal customers on bond issues that help the community.



**SHERRY CEFALI**

Managing Director  
Duff & Phelps

**S**herry Cefali is a managing director in the Transaction Opinions practice and the head of Duff & Phelps' Los Angeles office of approximately 100 people. She has been with Duff & Phelps for 30 years, advising companies and boards, rendering fairness opinions and solvency opinions and determining valuations of companies and securities.

Cefali's transactions in 2020 included a fairness opinion to the board of Neon Therapeutics, Inc. in connection with its sale to BioNTech; a fairness opinion to NN, Inc. in connection with the sale of its Life Sciences business to American Securities; a fairness opinion to the board of Xtant Medical Holdings Inc. in connection with the exchange of \$62 million in debt for equity; and a fairness opinion to certain funds affiliated with Blackstone in connection with a recapitalization transaction to sell BioMed Realty for \$14.6 billion to a group led by existing BioMed investors; among others.



**CECILE CHALIFOUR**

West Division Manager;  
Community Development Banking  
JPMorgan Chase

**A**s the West Division manager for Chase's Community Development Banking group, Cecile Chalifour leads a team dedicated to supporting the creation and rehabilitation of affordable housing. Under her leadership, her team has contributed to the development and revitalization of over 5,000 affordable housing units in the Western region over the past two years.

Chalifour regularly speaks on industry panels to provide insights as a subject matter expert, on the financing of modular housing for example. Modular housing is a new tool to encourage more production of affordable housing seamlessly and cost efficiently, that both developers and local government entities are very interested in. Chalifour has deep experience in creating new structured funds to support the production of more affordable housing tools and she's consistently looking for new opportunities to help support the industry.

We are honored to congratulate  
**Frida Bank**

for being recognized by LA Business Journal as one of the Women of Influence in Banking for her dedication to the communities we serve



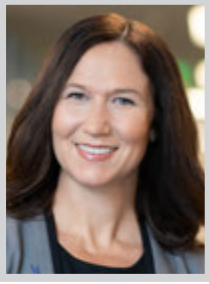
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WOMEN OF INFLUENCE: BANKING



**VERNA GRAYCE CHAO**  
Executive Vice President,  
Treasury Management Solutions  
City National Bank

Verna Grayce Chao, executive vice president in charge of City National Bank's Treasury Management Solutions, started 2020 focused on building out the bank's entertainment payments ecosystem – when the solutions her team creates became more important than ever. City National's Treasury Management Solutions team offers business clients products to efficiently manage their funds and weather the fluctuations of cash flow.

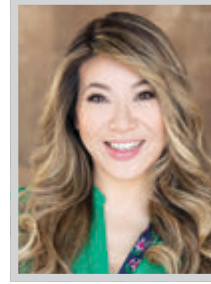
When COVID-19 struck, many clients found themselves needing to work remotely, which required creative solutions to manage their business payments. Chao's commitment to tech-enabled, user-friendly financial products were a boon to clients upended by the stay-at-home guidance. A number of Chao's products have helped solve pain points for clients needing innovative payment processing. For example, usage of one service that allows the client to pay vendors remotely by check, reducing low-value clerical activities and saving time, increased 700% from March 2020 through June 2020.



**PATRICIA CHAVEZ**  
Managing Director, Philanthropic Market Executive  
Bank of America Private Bank

Patricia Chavez is a managing director and the philanthropic market executive for the West and Central North Divisions of Bank of America Private Bank. She is responsible for the West and Central North Regions, covering 11 states and 14 strategic markets, leading a team of 12 professionals handling all aspects of philanthropy for institutional non-profit clients (healthcare, education, and operating charities) and high net worth individuals and families, leveraging core functions in investment management, consulting, administration and grant making.

A big part of Chavez's role is to help non-profit organizations, endowments, and foundations enhance their mission fulfillment and organizational stability through tailored strategies, fiduciary services, and administrative support. She oversees the integration and delivery of customized initiatives in investment policy, governance, strategic planning, fundraising and grant making, among others. She is proud to be a third-generation Bank of America employee who began her career as a teller in La Mirada in 1989.



**JACKY DILFER**  
CEO  
Business Finance Capital

Jacky Dilfer is a commercial lending and SBA real estate lending expert — and she's also a dedicated leader and trusted advisor, helping each of her clients grow their businesses, create job opportunities and better serve their communities. Her vast experience in commercial lending extends nearly two decades in the San Francisco Bay Area and the Greater Los Angeles area where she has led Business Finance Capital's rapid growth as the organization's executive director. In the last decade, Dilfer has arranged more than \$5 billion in commercial and SBA loans (\$2 billion since 2012), further cementing her position in the lending community as a relied upon business consultant, strategist, and advisor.

The effect of her leadership is demonstrated by the success of BFC and the entire BFC team's commitment to upholding high business standards, regulatory compliance, and excellent client service.



**LINDA DUNCOMBE**  
Executive Vice President & Chief Marketing,  
Product and Digital Officer  
City National Bank

As City National's head of marketing, product and digital, Linda Duncombe is constantly innovating. She leads a team that is responsible for advancing the company's brand and digital strategy, articulating its value proposition and supporting business development, and is a member of the bank's Executive Committee.

Overhauling City National's mobile app was a top priority for Duncombe when she joined City National in January 2019. It proved especially valuable to clients as many of them have been relying more heavily on digital banking platforms during the pandemic. Undaunted by the increased demands of her marketing and communications responsibilities in this uncertain time, Duncombe never lost focus on the importance of the app to the bank's clients. The app — which includes more than 50 features and has reached more than 1 million logins— was one of the company's largest capital projects ever.

Congratulations,  
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Including our very own Linda Duncombe and Verna Grayce Chao.



**Linda Duncombe**  
Executive  
Vice President  
Marketing, Product  
and Digital



**Verna Grayce Chao**  
Executive  
Vice President  
Treasury Management  
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We congratulate  
**Dega Nalayah**

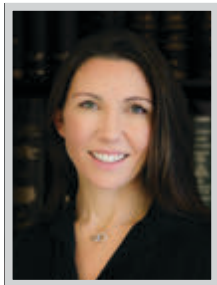
for being recognized among the elite  
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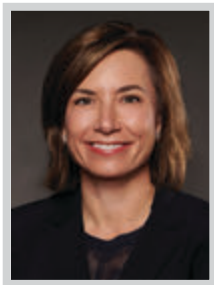


**KIRSTEN FRAUNCES**

*EVP and Head of Capital Markets  
Wedbush Securities*

**K**irsten Fraunces began her career at J.P. Morgan Investment Management as an associate in Equity Research, and later worked at Merrill Lynch as a VP Equity Research. After relocating to Los Angeles in 2002, then Wedbush Securities Managing Director Sheri Kaiserman, pitched the idea of Fraunces joining sales team, as VP, at the firm. This would be an opportunity to learn a new side of the business, broaden her knowledge base and skillset, as well as reaching more clients. She has since risen to head of equities, and in 2019 was named executive vice president and the head of Capital Markets.

As head of equities at one of the largest securities firms based on the West Coast, Fraunces leads a team of nearly 80 colleagues in research, sales and trading. Her division is responsible for providing proprietary investment ideas and execution services to over 500 global investment managers.



**MICHELE HAVENS**

*President, West Region  
Northern Trust*

**B**ased in Los Angeles, Michele Havens is president of the west region for Northern Trust. In this position she is responsible for leading the company's wealth management business in the western United States, Washington to Texas. Havens is responsible for the investment management, trust, estate, private and business banking business. She and her team work with high-net-worth families and their related charitable entities, bringing an uncompromising focus on clients. In addition, she is a member of the Northern Trust's Wealth Management Executive Committee.

Prior her current role, Havens served as president of the Southern California Region, president of the Los Angeles Region (2012 – 2019) as well as president of the Pacific Northwest (2009-20110). Prior to her time in Seattle, she was a portfolio manager (2000-2006) in Los Angeles. She joined Northern Trust in 2000 after beginning her career in New York with JP Morgan.



**MARCHELL HILLIARD**

*Senior Vice President and Market Executive,  
Commercial Real Estate Banking Group  
Bank of America*

**M**archell Hilliard is a senior vice president and market executive for the Commercial Real Estate Banking Group at Bank of America. She leads a six-person team responsible for marketing and business decisions for major real estate clients based in Los Angeles, Ventura, Santa Barbara and San Luis Obispo counties, and heads up the deal team for developers, REITs, family offices and private funds.

Recently, Hilliard lent her expertise to help clients with PPP needs and find solutions to bridge the gap while their tenants were shut down due to the unprecedented lock-down ordinances. Despite COVID creating one of the most challenging years ever, Hilliard and her team agented over 35 major loans for over \$2 billion in commitments in 2020. Hilliard is a true example of the bank's philosophy to promote from within, having been with the bank for over 30 years and joined the as part of the management training program.



**MARIA HUNTER**

*Vice President  
First Bank*

**M**aria Hunter, a Vice President at First Bank, is one of the bank's top contributors in the Middle Market Lending Group. She exemplifies hard work, professionalism, always has a great attitude and she brings great energy to the team.

Hunter is a key contributor to the success of First Bank's newly established Long Beach office, having been that office's top performer in each of the last three years. She is very active in the community and regularly makes time to focus on her charitable work with the YMCA in Los Altos.

# Congratulations

TO THE WOMEN LEADERS OF INFLUENCE

At U.S. Bank, we are proud to celebrate Catherine Jooyan and Teresa Caspary in joining an esteemed group of women in the industry. Your exceptional leadership inspires us all.



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## WOMEN OF INFLUENCE: BANKING

**CATHERINE JOOYAN**

Senior Vice President / SBA Regional Sales Manager  
U.S. Bank

Catherine Jooyan is a Senior Vice President responsible for SBA lending in Southern California, as well as several mid-western states, for U.S. Bank. In her capacity, she is responsible for managing a team of bankers delivering SBA lending to small business in her community. Jooyan has nearly four decades of banking experience where she has served on the executive board for a community bank and for her trade association, has helped thousands of small businesses get the financing they need, and has provided financial advocacy to business owners and her team of respected bankers.

Jooyan has served as a Girl Scout leader for 14 years, where she has helped many girls learn about finance and helped them achieve their dreams around girl scouting. Additionally, she has worked with food banks and other need-based organizations, in her capacity as a Girl Scout leader, servicing the underprivileged in her community.

**KIYOUN KIM**

Executive Vice President,  
Regional Manager for California  
Israel Discount Bank of New York (IDB Bank)

Kiyoun Kim is a highly-talented lending professional, an inspiring leader and an outstanding financial partner, focused on bringing new and innovative products and customized solutions to the local marketplace. Kim is the first female EVP/regional manager at IDB. Since 2014, she has led the three business units (Middle Market Business Banking, Commercial Real Estate, and Private Banking) across IDB's two California full-service branches. In the process she and her teams have worked to increase loans, deposits, and investments, all of which led to profitability nearly doubling in recent years.

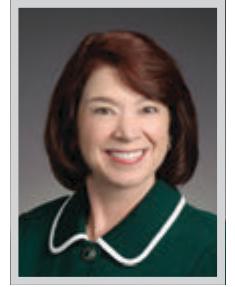
In early 2020, the spread of the coronavirus essentially shut down most businesses. All of IDB's clients were impacted and in response, Kim spent a good deal of time this year personally reaching out to every client to find out how they were doing, checking to see what kinds of help they needed, and providing the necessary tools and solutions to support them during this unprecedented time.

**GAYANE KIRAKOSYAN**

Director  
FocalPoint Partners, LLC

Gayane Kirakosyan has over 17 years of investment banking experience advising companies on debt and equity capital raises, mergers and acquisitions and financial restructurings / bankruptcies. Throughout her career, Kirakosyan has closed over \$2.8 billion in transactions across a wide variety of industries and structures.

Kirakosyan is currently a director at FocalPoint Partners, a leading boutique investment bank headquartered in Los Angeles. Kirakosyan, a member of FocalPoint's Capital Markets leadership team, works predominantly with middle market companies seeking capital for a variety of corporate purposes, including refinancing, growth capital, acquisition financing and rescue financing, among others. The Capital Markets Group has helped clients nationwide complete financings across a wide range of capital structures, including asset-based, senior/first liens, unitranche, second liens, subordinated, mezzanine, and minority equity.

**SIMONE LAGOMARSINO**

President and Chief Executive Officer  
Luther Burbank Savings

Simone Lagomarsino serves as president and chief executive officer of Luther Burbank Corporation and Luther Burbank Savings. She leads the Executive Committee and is a member of Luther Burbank's board of directors. Prior to joining in 2019, Lagomarsino served as president and CEO of the Western Bankers Association and as a director of Pacific Premier Bancorp; from 2011 to 2017 she served as CEO of Heritage Oaks Bank and as president and CEO of Heritage Oaks Bancorp; previous to that she held executive positions with City National Bank, Hawthorne Savings, Kinecta Federal Credit Union, Ventura County National Bank and Warner Center Bank. In 2013, Lagomarsino was honored by American Banker as Community Banker of the Year.

Most recently Lagomarsino has provided tireless leadership in navigating Luther Burbank's essential business through the evolving situation related to COVID-19.



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TO OUR COLLEAGUE  
KIRSTEN FRAUNCES  
FOR BEING RECOGNIZED BY  
THE LOS ANGELES BUSINESS  
JOURNAL AS ONE OF ITS  
WOMEN OF INFLUENCE.**



Executive Vice President,  
Head of Capital Markets

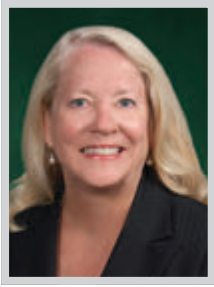
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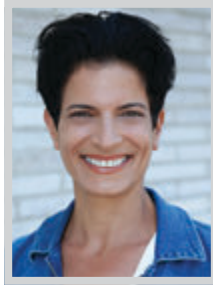
WOMEN OF INFLUENCE: BANKING



**MELISSA LANFRE**  
Executive Vice President, Chief Operating Officer  
Farmers & Merchants Bank of Long Beach

**M**elissa Lanfre, chief operating officer at Farmers & Merchants Bank of Long Beach, is a principal member of F&M's seasoned executive management team. In just one year, under Lanfre's leadership, the Farmers & Merchants Bank Information Technology team made a number of innovative improvements that allowed the bank to seamlessly handle the impact of COVID-19. As a 114-year-old bank, F&M impressively adapted to an employee work from home culture in response to local stay-at-home orders. As a result, there was virtually no client impact: communication to clients increased, F&M began processing PPP loans to new and existing clients in the local community, the safety of the branch offices was enhanced to protect both clients and employees, and the branch service hours were never reduced.

Lanfre serves on the boards of EngAGE, a nonprofit organization providing arts, wellness and other intergenerational programs to seniors, and the Cancer Journeys Foundation.



**YAEL LUSTMANN**  
Managing Director  
William & Henry Associates

**W**illiam & Henry Associates managing director Yael Lustmann has over 20 years of experience in a wide range of business, advisory and legal environments, including acquisition, financing, joint ventures and restructuring transactions in several industries and countries. Lustmann was a senior corporate attorney for over 10 years at leading international law firms, Debevoise & Plimpton LLP and Bingham McCutchen LLP. She led a diverse range of corporate matters, with a focus on private and public M&A, private equity, and acquisition, mezzanine and asset-backed financing.

Lustmann led the William & Henry team representing Enrollment123 Inc., a leading provider of software to the healthcare insurance industry, in the sale to Housatonic Partners, a growth-oriented private equity firm. Lustmann also led the William and Henry team in representing Affordable Water Heaters & Plumbing, a leading in-home provider of water heater replacement, repair and installation services, including ancillary plumbing services, in the sale to Dubin Clark.



**NATASHA MATA**  
Central Los Angeles Region Bank President  
Wells Fargo & Company

**N**atasha Mata, a 28-year financial services veteran, is Wells Fargo's Central Los Angeles Region bank president. Mata manages seven districts and over 70 branches in Los Angeles County. A California native, Mata began her career in banking as a teller at Sanwa Bank in Northern California. While enrolled in nursing school, Mata sought a job with a flexible schedule. She always had a passion for helping people.

In 1996, a Wells Fargo recruiter had a positive meeting with Mata and soon after, she assumed her first role at Wells Fargo as Banking Center manager. Mata's drive and eagerness to learn propelled her through many positions including: personal banker, assistant manager, service manager, branch manager and district manager. Prior to assuming her current leadership role, she served as region bank president for the Four Rivers market in 2011, as well as the Northern New Mexico region in 2007.



**KAREN MILES**  
Managing Director  
Houlihan Lokey

**K**aren Miles is a managing director and head of Houlihan Lokey's Financial and Valuation Advisory (FVA) business for Southern California. She co-chairs the firm's Technical Standards Committee, which determines the appropriate methodologies for dealing with valuation issues. She chairs the Director Development Panel for the FVA practice that mentors senior professionals and makes promotion recommendations. Miles is a leader in the firm's Global Corporate Valuation and Advisory Services practice and is also a member of the firm's Estate and Gift Tax Engagement and Review Committee.

Miles has more than two decades of experience in valuation and financial consulting, with emphasis on the valuation of businesses, securities, and intangible assets. Her experience includes fairness opinions, solvency opinions, purchase price allocations, goodwill impairment analyses, valuations for transactions, financings, gift & estate tax planning, ESOPs, dissolutions, and litigation. She has consulted on ownership transition issues and liquidity alternatives.



**The world is already uncertain.  
Choose a bank you can count on.**

Citizens Business Bank is one of the 10 largest bank holding companies headquartered in California with over \$14 billion in total assets<sup>1</sup>. The Bank is consistently recognized as one of the top performing banks in the nation and offers a wide array of banking, lending, and investing<sup>2</sup> services through 57 banking centers and 3 trust office locations serving the Inland Empire, Los Angeles County, Orange County, San Diego County, Ventura County, Santa Barbara County, and the Central Valley area of California.

<sup>1</sup>As of 12.31.20. CVB Financial Corp. is the holding company for Citizens Business Bank.

<sup>2</sup> Not Insured by FDIC or Any Other Government Agency	Not Bank Guaranteed
Not Bank Deposits or Obligations	May Lose Value

CONGRATULATIONS



**LaVon Short**  
Senior Vice President  
Sales Support Group Manager

*Honored as a  
Woman of Influence  
in Banking*



WOMEN OF INFLUENCE: BANKING



**CHANEL MING**

1st AVP, Relationship Manager  
1st Century Bank

Chanel Ming is a first assistant vice president, relationship manager at 1st Century Bank and has served the banking industry in the greater Los Angeles Region for over 10 years. As a SoCal native, Ming excels in the intricate California market and specializes in supporting privately held businesses mainly seeking commercial real estate, multifamily, cash flow and construction financing. She is an empathetic client advocate and has built a network of loyal clients who rely on her pragmatic approach and innovative solutions.

Constantly seeking professional growth and challenges, Ming has sought out and excelled in various facets previously acting as an entertainment private client manager at Banc of California and as a top retail branch manager for US Bank – notably she was a graduate of its Leadership Development Program. Ming is passionate about serving others, and has built a reputation within the community of being an honest and trustworthy advisor to her clients.

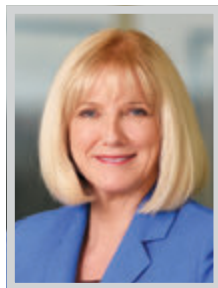


**DEGA NALAYEH**

Managing Director  
Bank of America Private Bank

Dega Nalayah is a managing director and private client advisor with Bank of America Private Bank in Los Angeles and has been with Bank of America for 23 years. Over the course of her career, she has held several roles within the bank, including analyst, consumer banker, and premier banker. She joined the Private Bank (formerly U.S. Trust) in 2006. Nalayah ranks number two among 453 advisors in score cards for the Private Bank’s advisors across the US, and has been ranked as “Top Wealth Management Adviser for Bank of America Private Bank” consistently for the last 13 years.

With more than two decades of experience managing complex and strategic client relationships, Nalayah helps successful entrepreneurs, business owners, and their families, who have created their wealth in the media technology, healthcare, real estate, and sports and entertainment industries, navigate the complexities that accompany significant wealth. She currently oversees \$5.7 billion in client balances.

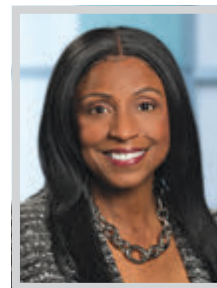


**JOCELYN PASTORE**

EVP / Regional President  
Pacific Premier Bank

Jocelyn Pastore currently serves as EVP and regional president for Pacific Premier Bank. Since joining the bank, she has played a major leadership role in the growth of Pacific Premier’s Commercial Banking and Construction unit in the greater Los Angeles and Vancouver/Portland areas. Pastore has over 36 years of banking experience, with specialties in commercial banking, branch operations, and business development.

Throughout her career, Pastore has recognized that success in banking is closely tied to community involvement. In addition to supporting her local community, Pastore strongly believes in equal representation in the workplace. “It’s important to have strong women in leadership positions because they bring talent, drive, and accomplishment to any endeavor,” she said. “We look to these women leaders to guide and be role models for the next generation of successful leaders.”



**DIEDRA PORCHÉ**

Managing Director, Business Banking California  
Division Director; Chair, JPMorgan Chase  
Los Angeles Market Leadership Team  
JPMorgan Chase

Diedra Porché is the California Division director overseeing the Business Banking team that manages the financial services of clients throughout the state with annual revenues up to \$20 million. She is also the chair of the Los Angeles Market Leadership Team – overseeing the entire firm’s strategic decision making and civic engagement in Southern California. Porché is also the executive sponsor of Advancing Black Pathways, JPMorgan Chase’s initiative to strengthen economic equity for Black business owners, clients and customers.

During her 26 years with Chase, Porché has held several senior leadership positions across the firm in Retail, Business Banking and the Commercial Bank. Prior to her current role, she served as the West Region manager for Government and Not-for-Profit (2017-2020) where she oversaw the banking and finance needs of municipal and non-profit clients. She is passionate about community involvement and serves as a board director for EmpowHer.

# Congratulations to Jocelyn Pastore

## 2021 Women of Influence: Banking Honoree

Your accomplishments  
are truly Premier.



PACIFIC PREMIER BANK



# First Choice Bank Congratulates Nicole Swain

Proud to Celebrate All the Top Women in Banking 2021

During these uncertain times, Nicole Swain played a significant role in executing multiple rounds of the Paycheck Protection Program, which resulted in the bank funding over \$600 Million for businesses impacted by the pandemic. Her efforts also contributed to saving over 30,000 jobs.

"Nicole is a powerhouse in the industry! I am very proud of her. She has helped many clients through these difficult times, and her dedication to excellence is unmatched."

-Robert Franko  
President/Chief Executive Officer,  
First Choice Bank



"Getting it done and making it look easy is Nicole's hallmark and, in this regard, Nicole is without peers! Congratulations!"

-Khoi Dang  
EVP/General Counsel  
First Choice Bank



"I NEVER KNEW THAT MY 30+ YEARS OF DEDICATION TO SERVING MY CLIENTS WOULD PREPARE ME FOR SUCH UNPRECEDENTED TIMES. OUR TEAM AT FIRST CHOICE BANK QUICKLY EXECUTED THE DELIVERY OF PPP FUNDS TO OUR CLIENTS THAT WERE MOST IMPACTED BY THE PANDEMIC. I'M PROUD TO BE PART OF A TEAM WHO WENT ABOVE AND BEYOND TO SAVE JOBS AND MAKE A DIFFERENCE IN THE COMMUNITY."

"Some people are talkers and some people are doers—Nicole Swain is a doer. She is not one to make excuses or let red tape stop her from assisting her clients in their times of need. With all the confusion created by COVID-19, we remained steadfast in our confidence that Nicole and her First Choice Bank team would help us and our clients navigate through the morass of uncertainty, especially during the rollout of the Paycheck Protection Program. Nicole has always risen above the fog of confusion, continually delivering sound, professional service all while embodying and living the Bank's motto of being "First in Speed, Service and Solutions."

-Mickey Segal,  
Managing Partner,  
NKSFB LLC



**Nicole Swain,**  
Executive Vice President/  
Chief Banking Officer  
Phone: (310) 696-6669  
Email: NSwain@FirstChoiceBankCA.com

"Nicole has been my "TOP BANKER" for the past decade and now my little secret is being revealed. Nicole is definitely a Top Banker, regardless of gender, as she continues to be an invaluable partner for my businesses. I could not think of any other banker more deserving of this recognition. Congratulations Nicole!"

-Ryan Kavanaugh  
Entrepreneur

"We were almost certain that the pandemic would challenge our business. However, Nicole Swain and her team at First Choice Bank helped us navigate loans and emergency funding to get us through this difficult year. To say that she's a "Top Woman in Banking" is, quite frankly, a monumental understatement. Congratulations Nicole on this well-deserved honor!! In APA's book...YOU WALK ON WATER!!!! She is the best!!!!"

-Jim Gosnell CEO & President      -Lee Dinstman Senior Vice President      -David Sanders Senior Vice President

"All of my fellow business competitors ask me how I keep getting my funding months before them. I tell them it's the luck of the draw! Have you met Nicole "Luck of the Draw" Swain? First Choice Bank, BEST BANK EVER!!!!"

-Michael Zislis  
Zislis Group

"Even in the midst of a pandemic, Nicole Swain continues, once again, to prove that she is an invaluable member of Southern California's financial community. Her work ethic is unreal, and her dedication to helping her clients is what makes me proud to call her my banker."

-Niel Shekhter  
WS Communities

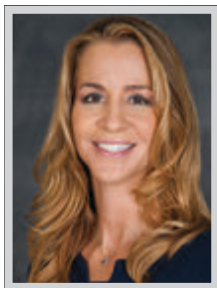


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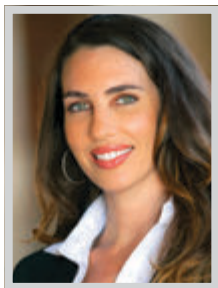
WOMEN OF INFLUENCE: BANKING



**JENNIFER POVLTIZ**  
*Managing Director*  
 UBS Financial Services Inc.

Jennifer Povlitz leads the West Division for UBS Wealth Management, which includes 3,000 employees, \$2.5 billion in revenues and nearly \$500 billion in assets under management across 13 states and 90 locations. She is a member of the executive leadership team for Wealth Management Americas. Povlitz engages with leaders and advisor teams to drive growth and deliver purposeful solutions to UBS clients.

In addition, Povlitz is an Advisory Board member for UBS's women's network after helping to build 25 chapters in the U.S. She was chosen to teach leadership development to other UBS leaders. She is a member of C200, an invite-only group of C-Suite women who lead businesses over \$250 million in revenues. She is also a member of the National Association of Corporate Directors and Women Corporate Directors. Povlitz was voted unanimously as an Exceptional Women Awardee.



**KRISTINA SAWYER**  
*Vice President, Institutional Lending*  
 Arixa Capital Advisors, LLC

Kristina Sawyer is the vice president of institutional lending for Arixa Capital Advisors, LLC and Crosswind Financial. She focuses on originating bridge and renovation loans for Arixa's lending funds. Sawyer was formerly the director of loan operations at Arixa Capital, where she was responsible for the day-to-day lending operations of Arixa Capital and Crosswind Financial, managing the closing and servicing department and lending operations for Arixa's non-bank lending funds. Sawyer has 23 years of real estate experience including lending, portfolio management, risk management, asset management, and property management.

Prior to joining Arixa, Sawyer was the regional sales manager for Cabo La Estancia/ NRG Financial, a resort property leasing and property management company. Previously she was resident manager at Century West Properties, a multi-family project in Marina Del Rey; and vice president of Portfolio Properties in Bakersfield, where she launched the property management division. She is a licensed real estate salesperson.



**SHERRI V. SCOTT**  
*EVP, Head of Fair & Responsible Banking*  
 Pacific Premier Bank

Sherri V. Scott is the EVP, head of Fair & Responsible Banking at Pacific Premier Bank. She has been with Pacific Premier since 2013, and heads the bank's CRA and Fair Lending compliance functions as well as the bank's Environmental, Social, and Corporate Governance (ESG) program. Under Scott's leadership, the bank has consistently received highly positive feedback from examiners, auditors, and community leaders, as well as achieving "outstanding" CRA ratings in all three CRA categories (lending, investments, and service).

Scott has over 35 years of experience in the banking industry, having worked as a loan officer and real estate appraiser before transitioning her career into banking regulatory compliance. She has over 25 years of experience managing CRA programs with financial institutions, having primarily worked with regional and community banks in Southern California. Under her management of the bank's charitable giving budget, her team has driven significant funds and resources to underserved communities.



**LAVON SHORT**  
*Sales Support Group Manager*  
 Citizens Business Bank

Lavon Short has more than 40 years of financial services experience. She began her career with Crocker National Bank and later joined Wells Fargo Bank as a personal banking officer. She was a branch manager for 15 years for five branches before moving to Citizens Business Bank. During her time with the bank, she has been honored into the President's Club for three different years, was awarded the President's Award, and successfully led her teams to a Department of the Year award.

In her current role of senior vice president and sales support group manager, Short oversees the Treasury Management Sales, Bankcard Sales, Deposit Services, Product & Sales Support, and Marketing groups. She serves on several committees within the bank, including the Fair Lending, Management Risk Committee, and the Management Compliance Committee. In addition, she is chair of the Citizens Experience Committee and the Digital Customer Experience Committee.

# Congratulations to Sherri V. Scott

## 2021 Women of Influence: Banking Honoree

Your accomplishments are truly Premier.



PACIFIC PREMIER BANK

WOMEN OF INFLUENCE: BANKING



**NICOLE D. SWAIN**

Executive Vice President & Chief Banking Officer  
First Choice Bank

Nicole Swain is the consummate community banking professional and truly embodies and lives the community bank mantra of “relationship banking.” Her professional technique is distinct. She quickly gets to know, understand and appreciate the business and banking imperatives of her clients and their purposes for seeking out a community bank partner and then leverages her vast experience to properly structure financial products and services that are specifically tailored to her clients.

To help her clients during the unprecedented times of the global pandemic, Swain was instrumental in getting out over \$400 million in Paycheck Protection Loans to businesses in need throughout Southern California. She spearheaded the PPP program for the bank to ensure it could deliver much needed funds to struggling business owners. She also provided over \$150 million to the Main Street Loan program that was a program partnered with The Boston Federal Reserve.



**ANGELA UNDERWOOD-JACOBS**

Senior Vice President, North Region Manager  
California Bank & Trust

Angela Underwood-Jacobs has established a successful career as a bank executive and holds an admirable and distinguished record of service – as a former city council member and in many charitable endeavors. As a community banker, she helps people live their American Dream – purchase their first home, expand a business, or by learning to save and invest for retirement. While serving the public, Underwood-Jacobs has experienced firsthand how government impacts its citizens on the ground level – and how the state and federal government impacts families and businesses.

In 2015, Underwood-Jacobs began her service on the Lancaster City Council, where she became known as a vocal advocate for small businesses and staunch defender of working families. In 2016, she was the first African American woman elected to serve on the Lancaster City Council. She is currently senior vice president of the Greater Southern California North Region at California Bank and Trust.



**ARPY ZAKARIAN**

First Vice President-Team Leader  
1st Century Bank

Arpy Zakarian is first vice president, relationship manager and team leader in the San Fernando Region for 1st Century Bank, a division of MidFirst Bank. In her current role, she is responsible for leading the delivery of depository, treasury management and lending services in the San Fernando Valley and greater Los Angeles areas. She assisted in the formation and expansion of the newly opened Encino Office of 1st Century Bank. Zakarian’s career spans more than three decades in the financial services field focusing on client acquisition, marketing, product development and management.

Zakarian acts as a trusted advisor to her clients. She is tenacious and persistent where she leaves no stones unturned to ensure she finds solutions to her clients’ business and consumer needs. She has been instrumental in securing SBA-PPP loans to small and mid-size businesses as part of the Cares Act, thus saving hundreds of jobs.

We are proud to support  
**ALL WOMEN IN BANKING**  
and congratulate Arpy and Chanel for being named two of the Top Women of Influence in Banking in Los Angeles.



**ARPY ZAKARIAN**

FVP, Team Leader  
310-867-6780 | AZakarian@1cbank.com



**CHANEL MING**

FAVP, Relationship Manager  
310-270-9512 | CMing@1cbank.com



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