jack henry™

digital banking forum

event speakers

Paul Wiggins

Sales Director, Digital Engineers at Jack Henry™

PWiggins@jackhenry.com

Paul Wiggins has been with Jack Henry since 2013 and has more than 27 years of experience working with financial institutions in the digital channels and payments space. He began his career as a Systems Engineer installing and supporting voice response systems, document and imaging platforms, and online, mobile, and bill payment solutions. He has served in the areas of technical support and operations management, client/ product consulting, sales engineering and digital strategy.

He holds a Bachelor of Commerce and Business Administration degree from the University of Alabama and brings a tremendous amount of industry knowledge and experience to the table. Paul resides in Birmingham, AL, with his wife and three children.

Jeff Vandevelde

Senior Director of Marketing at Jack Henry

JVanDeVelde@jackhenry.com

Jeff VanDeVelde leads the company's overall marketing and branding strategy. He joined Jack Henry in 2018 and has more than 25 years of experience in marketing and financial services.

Jeff is one of the leading innovators in understanding consumer behavior and applying this knowledge to help organizations drive the changes necessary to acquire and retain more loyal and engaged customers and employees. Throughout his career, Jeff has worked in the financial service industry as a tireless advocate for improving the experience for customers and members.

event speakers

Jonathan Patrick

Senior Director, Technical Product Management at Jack Henry

JPatrick@jackhenry.com

Jonathan manages three distinct product teams – the Digital Product team, the Platform Product team, and the Product Go-to-Market team.

He spent 20+ years in banking, climbing from a teller role to Chief Lending Officer, before joining Jack Henry. Jonathan has a BS in Marketing from the University of Tennessee and an MBA with a focus on Entrepreneurship from the LSU.

Raksha Bhola

Product Strategist, Senior Advisory at Jack Henry

RBhola@jackhenry.com

Raksha joined Jack Henry in 2022 as a Payments Strategist. With 17+ years in strategy development and execution, she helps financial institutions craft tailored strategies. Previously at community and large regional banks, Raksha led enterprise-wide payments strategy and growth focused initiatives such as evangelizing a multi-generational Faster Payments program, identifying market needs in view of emerging payments, and building compelling strategic and financial business cases.

A Spartan at heart, Raksha holds Master of Business Administration from Michigan State University and Master of Science from University of Delhi, India. She is an Accredited ACH Professional and certified in Product Management. An avid traveler, Raksha currently resides in Michigan with her family.

Taylor Dolence

Digital Sales Engineer II at Jack Henry

TDolence@jackhenry.com

Taylor Dolence joined the company in 2013 as a core banking application analyst in the implementations department, later transitioning to a product solutions consultant for banking. Earlier in his career, Taylor worked as an operations manager for Disney in Orlando, FL.

He graduated from Missouri State University with a bachelor's degree in Business and lives in Webb City, MO, with his family. In his free time, he enjoys spending time outdoors, hiking, and traveling with his wife and two children.

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Sebastian Fazzino

CISSP, CISM, CGEIT, Head of Sales, Complementary Solutions at Jack Henry

SFazzino@jackhenry.com

Sebastian is an innovative executive with over 30 years of IT, security, audit, sales, and operations management experience. For the past 23 years, he has worked directly with financial institutions.

He holds a BS in Industrial Technology from Central Connecticut State University and is an active member of ISSA, ISACA, InfraGard, and the Association for Financial Technology (AFT).

certification key

- **CGEIT** (Certified in the Governance of Enterprise IT)
- **CISA** (Certified Systems Information Auditor)
- **CISM** (Certified Information Security Manager)
- **CFE** (Certified Fraud Examiner)

- **SSCP** (Systems Security Certified Practitioner)
- **CISSP** (Certified Information Systems Security Professional)
- **CRISC** (Certified in Risk and Information Systems Control)