



#### CONTACT

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#### KEY POINTS

- 25+ years operational support experience
- Proven business development achievements
- Face-to-face workshop & mentoring experience
- Process analysis and continuous improvement expertise
- Willing to travel

#### SKILLS:

- Commercial Awareness
- Foster Teamwork & success
- Excellent interpersonal skills
- Proven stakeholder management skills
- Analytically minded
- Innovative mindset
- Results oriented with a commitment to excellence

[www.linkedin.com/in/nielsdjensen](http://www.linkedin.com/in/nielsdjensen)

#### COURSES:

- ICA Diploma in Anti Money Laundering (1 year course) with Danske Bank
- Competition Law, Shell Open University

Niels  
Jensen

Business Developer

#### RESUMÉ

I am an internationally oriented team player with over 20 years of experience in customer service, fraud prevention, sales, marketing, customer support, financial crime identification and mitigation, risk management, process and policy analysis/implementation, and project-oriented work related to continuous improvement.

I have lived in several countries, am well experienced with different cultures. I am diplomatically inclined, and I respect and enjoy the difference of perspective and culture between people.

I am naturally curious, analytical, and focused on exceeding expected results. I believe in being professional and have a strong commitment to excellence. I believe in internal and external growth opportunities.

My experience lies with Shell Oil (15 years) in operational support functions and Shell's global Commercial team, and most recently as a Compliance Officer (4½ years) in Fraud, Anti-Bribery and Tax Evasion at Danske Bank.

#### WORK EXPERIENCE

Compliance Officer  
Danske Bank, 2020 -

Acted as an integral resource for the development and execution of Fraud related mitigation activities for Danske Bank's Group-wide market operating areas; This includes the creation and implementation of how the Bank structures its governance and advisory capacity to approach internal and external fraud threats, surpassing its competitors' initiatives, and how to stay on top of, and meet regulatory requirements and their focus on how to maintain an overview of new innovative technologies and customer offers. I have been used as a resource for developing Fraud, Tax Evasion and Anti-bribery Policy and Instructions, Group-wide for Danske Bank.

Risk Manager  
PASPX, 2019 – 2020

Designed, implemented and maintained an overall risk management process, creating and developing policy and procedure documentation. I was responsible for creating and developing transaction monitoring rules to identify and prevent financial crime in conjunction with money laundering and terrorist financing activity.

Sabbatical  
Travel throughout Asia 2016 - 2018.

Special Projects  
Shell Oil, 2014 - 2016

- Digital Footprint, University of Edinburgh
- Time Management, University of California
- Teamwork Foundations, Project Management Institute
- The Art of Negotiation, UCI
- Leadership Through Social Influence, Northwestern U.
- The Science of Well-Being, Yale University

#### LANGUAGE:

- English: Native
- Danish: Fluent
- Dutch/Flemish: Moderate
- French: Basic

#### IT COMPETENCIES

- 25 years of experience with Microsoft Office
- 10 years of experience with SAP Business Objects creating and developing front-end reporting and data analysis
- Office 365 Security and Cloud App Security
- Experience in transaction processing systems, decision support systems, knowledge management systems, learning management systems, database management systems, and office information systems

I am a certified Lean Six Sigma Green Belt by IASSC. My role was to contribute to managing projects for Shell's Fleet Solutions division. As an example, I created and implemented a Continuous Improvement project (1 year) to track the USD value of global Bad Debt related to card fraud and completing the framework for a Business Continuity Plan for Shell's B2B business with senior management and 70 stakeholders.

Shell Global Cards Manager  
Shell Oil, 2009 - 2014

Integral member of the Fraud, Security & Compliance Team responsible for streamlining card operations via staff training, aligning processes and supporting local businesses.

Global project related to the monitoring of 250 million yearly card transactions as well as standardizing criminal case management at all stages of the End-to-End card business for 35 countries. I also acted as a consultant and expert in the petrol cards business, process improvement initiatives, identifying fraud trends, helped develop KPI reporting, and CVP integration and successfully streamlined the cards handling process and lowered bad debt by 30%.

Customer Consultant and Sales Support Expert  
A/S Dansk Shell, 2003 - 2009

My role was to facilitate Shell B2C and B2B customers with oil/diesel inquiries (logistics and price negotiations), home-owner heating services, ad hoc fuel card inquiries, home-owner gas deliveries, and general enquiries from Shell petrol stations. I also supported Shell's largest agent, and largest Leasing companies and had focus on optimization, standardization, and documentation of departmental processes.

#### EDUCATION

International Compliance Association (ICA): International Diploma in Anti-Money Laundering  
Certified (CON-000589679), 2020 - 2021

Marketing Economist: Market Analysis  
Copenhagen Business School, 2002 – 2004

Business Associate Degree  
Niels Brock Business School, 1993 – 1994

Humanitarian Courses  
Whitman College, W.A., USA, 1991-1992

#### HOBBIES & INTERESTS

I enjoy activities like SCUBA diving, running, hiking, and self-defence (Krav Maga), I play soccer during the summer in Fælledparken on Østerbro. I enjoy the arts, especially music and books, and I enjoy playing and being creative with a guitar.

#### REFERENCES

References are available on request