



## Montresa McMillan

Senior Vice President  
Strategy, Change and Operational Excellence

### **Montresa McMillan, Senior Vice President, Strategy, Change & Operational Excellence**

Montresa McMillan serves as Senior Vice President (SVP), Strategy, Change & Operational Excellence at TD Bank.

Before joining TD, one of the most valuable experiences for Montresa was founding her own boutique consultancy firm, MJM Strategy, Inc. She leveraged her 22 years of financial services experiences and combined executive acumen, leadership development, product development expertise, and IT solutions development to move digital channels forward in the industry. Her experience with MJM Strategy, Inc. as well as her time as a senior executive at BB&T (Branch Banking and Trust), were the necessary precursors to joining TD; they helped her define her style and approach.

Montresa was hired at the Bank to lead the first business mobile strategy and partner with the TD technology teams to launch the TD mobile app in Canada and the U.S. Under her leadership, she launched the TD mobile app, and it offered account information, Electronic Money Transfers, and the integration of banking, wealth, and insurance functionality. Montresa also launched the Bank's first online insurance portal.

Furthermore, Montresa was the Head of Omni Strategy early in her journey at TD, where she led a North American team responsible for delivering customers highly personalized and connected experiences. The objective of this role was to deliver seamless customer experiences across all channels, businesses, and borders. This undertaking modernized platforms and built common assets that could be repurposed across the Bank's North American personal banking, insurance, and wealth businesses.

This required re-imagining all aspects of program delivery, which included establishing new delivery methods for business and technical architecture, delivery methodology, business case and funding, agile delivery, and day-two sustainment. This program unlocked significant Enterprise Value.

Over the last three years, Montresa has held several increasingly complex roles including, Senior Vice President of Innovation, Technology, and Shared Services Enablement at TD where she exceeded the enterprise's 3-year goal of delivering savings through simplification, automation, and digitization, the predecessor to the implementation of a re-designed enterprise-wide program that is a key part of her current role.

Currently, Montresa is responsible for creating the Transformation, Enablement, and Customer Experience strategy, overseeing Governance & Control groups, and leading Performance Management and Productivity functions.

Deepening expertise in enterprise capabilities and accelerating adoption and benefits realization, Montresa also leads several Bank-wide Centers of Expertise, including Enterprise Change Management, Enterprise Process Engineering, and Enterprise Digitization and Automation.

An influential leader in the financial services industry, Montresa was inducted into the YWCA Academy of Women Leaders in 2011 and was a member of the TD team that won the American Banker "Top Team in Banking" award in 2018 and the 2021 Celent Model Bank Award for "Supporting Customers in the Pandemic."

In 2020, Montresa also received the first TD Granted Patent of the Year award. Then in 2021, Montresa was recognized by The Network Journal as one of the "25 Influential Black Women in Business." Finally, in 2022, she was recognized by Savoy Magazine as one of the "Most Influential Black Executives in Corporate America" and by CIO Views Magazine as one of the "Most Inspiring Black Corporate Executives of the Year."

Montresa is married to her college sweetheart, Donald McMillan. Together they have two children, Amber, and Donald II (D.R.). Included in Montresa's community support, she serves as the Treasurer for the Durham Chapter of The Girl Friends®, Incorporated and as Recommendation Chair for the Raleigh Chapter of the MOLES Incorporated, and she is an active member of the Orange Grove Missionary Baptist Church.

Montresa studied mathematics at North Carolina State University and Managing Successful Technology and Product Strategy at MIT.