

Chris Hugar, CFA, CFP®

Bisgrove Hall, 3rd Floor, Room 354B

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PROFESSIONAL SUMMARY

Senior leader reporting directly to Wealth Management COO with experience in front-, middle-, and back-office functions at firms of all sizes. Proven problem solver that can execute and deliver results. Focused on building organizations and teams that “work smarter”. CFA- and CFP®-credentialed.

EXPERIENCE

M&T Bank / Wilmington Trust, Buffalo, NY

July 2015 – July 2024

M&T Bank Corporation (NYSE: MTB) is a top-20, US-based commercial bank focused on the Northeast and Mid-Atlantic regions. Wilmington Trust is a subsidiary of M&T Bank with over \$100 billion in wealth management assets.

Wealth Management Profitability & Analytics Manager – Wilmington Trust

- Led ~3 managers and ~10 analysts in performing various strategy, planning, and analytics functions, including continued oversight of the Wealth Management Business Intelligence team (outlined below)
- Collaborated on the implementation of new products, programs, and initiatives to achieve short- / long-term business objectives (e.g. client migration, updates to operating model, evaluation of staffing levels, lead gen, NPS, etc.)
- Supported Wealth Management’s engagement in broader enterprise-wide efforts and initiatives, including Board / Committee presentations, annual strategic planning, and data governance
- Developed and maintained internal competitive intelligence capabilities to assess the current operating environment and inform senior leadership’s thinking on key strategic issues confronting the organization

Senior Wealth Advisor – Wilmington Trust

- Provided comprehensive wealth management advice to a book of 30 relationships, covering \$600MM in assets and \$1MM in annual fee revenue
- Led multi-disciplinary client teams to execute highly customized financial plans leveraging investment management, trusts and estates, private banking, brokerage, insurance, and family office services
- Collaborated directly with clients’ other professional advisors (accountants, lawyers, etc.) to execute coordinated wealth management strategies
- Prospected and onboarded new client relationships developed via various sales channels, including internal business partners, external centers of influence, and existing client referrals

Wealth Management Business Intelligence Manager – Wilmington Trust

- Awarded Wilmington Trust’s President’s Council designation in 2017 for performance in top 1% of the organization

Pricing & Profitability

- Pioneered firm’s client-level profitability framework, driving a greater cultural focus on pricing, servicing, scalability, etc.
- Quantitatively screened 500+ deals per year and consulted with client teams on strategies to optimize profitability
- Generated actionable analytics around price realization opportunities, driving \$2-\$4MM in recurring fee sales annually
- Maintained standard pricing framework across all account types, including a relaunch of all standard schedules in 2018

Sales Reporting & Incentives

- Designed and administered ~15 sales incentive plans covering ~600 plan participants and ~\$35MM in annual payouts
- Served as Chairperson of the Wealth Management Incentive Compensation Committee
- Developed and executed a firm-wide “at-risk” process to lower lost business / fee concession activity, leading to consistent outperformance of the operating plan

Data & Analytics

- Collaborated with business leaders to improve P/L performance via data-driven insights around growth and efficiency
- Modernized the firm’s approach to certain strategic initiatives, including operating model activation, account centralization, sales campaigns, etc., by incorporating key analytical resources in their execution
- Produced C-Suite reporting on key indicators, including sales, channel management, activities, loadings, etc.

TRACR Manager / Executive Associate – M&T Bank

- Provided second line oversight of all Treasury-related risks (interest rate, liquidity, market, and counterparty risk)
- Participated as a key contributor in the construction of M&T’s Resolution Plan, or “Living Will”, submission
- Served on the Risk Management Task Force charged with the risk integration of the Hudson City Bancorp acquisition
- Performed focused risk assessments and remediated findings, leading to positive capital impacts
- Completed the Executive Associate Program, M&T’s twelve-month, post-MBA leadership acceleration program

Nottingham Advisors, Buffalo, NY

October 2011 – June 2015

Nottingham Advisors is an RIA subsidiary of Community Bank Systems, Inc. (NYSE: CBU) with over \$1 billion in assets.

Portfolio Manager

- Voting member of the Investment Policy Committee, the body tasked with managing the firm's 6 flagship strategies
- Performed financial analysis to develop recommendations regarding strategic asset allocations and tactical overlays
- Utilized tools, including Bloomberg Professional, etc., to conduct product level research for implementation decisions
- Engaged with clients as a core member of the relationship team, driving efforts to improve retention and grow assets
- Communicated on behalf of the firm via various speaking engagements, white papers, and research publications
- Collaborated with the CEO to strengthen the firm's sales / service focus to attract new clients and retain existing ones
- Coordinated across multiple subsidiaries to respond to Request for Proposals (RFPs), leading to several top 10 clients
- Built relationships with strategic partners to drive double-digit growth of the firm's Turnkey Asset Management Program

Yield Book, Buffalo, NY

September 2010 – September 2011

Yield Book is a subsidiary of the London Stock Exchange Group (LON: LSE) that specializes in fixed income analytics.

Fixed Income Associate

- Educated and consulted clients on advanced concepts, including pricing analytics, scenario analysis, and interest rate / mortgage prepayment models, in both one-on-one and group settings
- Developed complex financial models utilizing Yield Book's analytics platform for direct use by clients
- Collaborated with institutional clients on the integration of Yield Book's analytics into investment processes
- Combined fixed income knowledge with technology skills to create ongoing webinar series, *Yield Book Academy*, which substantially increased the firm's education and training footprint
- Analyzed indexing trends to improve the sales and marketing of the company's suite of fixed income indices

Nottingham Advisors, Buffalo, NY

May 2008 – August 2010

Research Analyst

EDUCATION / CERTIFICATIONS

Master of Business Administration, State University of New York at Buffalo

Bachelor of Science in Finance and Economics, Canisius College

CFA Charterholder

CFP® Certificant

Precision Leadership Ambassador, Wilmington Trust / M&T Bank

Problem Solving Practicum, McKinsey Academy

COMMUNITY ENGAGEMENT

Adjunct Instructor, Equity / Fixed Income Valuation, State University of New York at Buffalo Department of Economics

Vice President / Treasurer, CFA Society Buffalo

Membership Committee Member, Financial Planning Association of WNY

HWI Young Professionals Class of 2022 Participant, Hauptman-Woodward Medical Research Institute

Rising Leaders Class of 2013 Participant, Leadership Buffalo

INTERESTS / HOBBIES

Budding BBQ-ologist, Buffalo Sports Loyalist, Business News Junkie, Enjoyer of All Things Autumn, Proud Dad of Three