



Dec 9, 2021, 5:00pm EST

**Name:** Kristen Gagliano

**Job title:** Vice president, compliance and BSA

**Name of employer:** North Shore Bank

**Years in current job:** 4

• **Why did you choose a career in banking and finance?** “It checked all the boxes for me, the biggest of which is variety. In my role I work with a great mix of teams across the bank and its 45 branches, yet I also have much independence and independent work. That variety combined with my work on behalf of Wisconsin Bankers Association allows me to both look at and analyze big picture objectives for the bank and the industry, while also working on my own projects and goals. This variety and flexibility of the industry keeps me challenged.”

• **What is your advice for someone trying to advance in a career in banking and finance?** “My advice for someone entering this field or really any field is to ask questions! Ask why and what the strategy is behind the answer. Ask to attend continuing education and training opportunities to keep growing and adding to your skills. What I have found in my career is that if you are engaged, eager to learn and enthusiastic, you’ll be noticed for new opportunities, responsibilities and professional growth.”

• **Can you share any career highlights?** “Achieving the Certified Regulatory Compliance Manager (CRCM) certification through American Bankers Association was a great personal achievement early in my career. I have also had the fortune of working with so many fantastic individuals in the banking community who have an impressive commitment to their customers, their banks, and their communities. The industry is full of admirable professionals. I’ve also been fortunate to work with Acts Housing in Milwaukee. They help families create vibrant neighborhoods through homeownership. Their dedicated team inspires me every day.”

• **How has the pandemic impacted the way you work?** ”Bank-wide, we continue to accomplish the same tasks and services, but do so via technology more than face to face or via in-person meetings. Our offices have remained open throughout this period with safety precautions in place. It was never in doubt that North Shore Bank would find a way to continue to serve our customers and communities. Certainly, technology provided great solutions for customers, but we also safely continued to offer in-person services to meet our customers’ preferences.”

• **What is your secret for getting things done?** “Extreme organization via lists and breaking down projects to smaller tasks with realistic goals. I also try to always err on the side of communicate more, early, and regularly to help get things done and all efforts moving in the same forward direction.”

• **Finish this sentence – Banking and finance is cool because...** “there are so many opportunities to use your skills, make connections and give back to the community in a way that is meaningful to you.”



Kristen Gagliano, North Shore Bank

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