

Profile



Lance F. Drummond Executive Vice President



Lance F. Drummond, Executive Vice President, joined Fiserv in April 2009 to lead several strategic growth initiatives in data analytics, consulting and wealth management. Reporting to Chief Executive Officer Jeff Yabuki, Drummond is focused on developing Fiserv's next generation of financial services products and technology.

Before joining Fiserv, Drummond led digital payment strategies as the head of Online Bank and ATM Operations at Bank of America, where he established a track record of developing and operating scale businesses. In this role, Drummond managed the largest consumer online bank in the U.S., serving millions of active online consumers, bill payers and mobile subscribers. He was also responsible for delivering capabilities across the largest bank-owned network of ATMs in the country, including the deployment of deposit image ATMs.

Prior to this, Drummond was the Service and Fulfillment Operations executive for Global Technology and Operations at Bank of America, providing end-to-end operations support for all of the bank's customers, banking centers and 18,000 ATMs. His team's responsibilities included image, ACH, EDI and check processing, lockbox services, ATM service and fulfillment, statements, cash services, card production, and deposit services, including product compliance and operations. Drummond initially led supply chain management when he joined Bank of America in 2002.

Before Bank of America, Drummond was with Eastman Kodak Company for 26 years in a variety of technology and leadership positions. His last position there was Chief Operating Officer for the Kodak Office Professional Products Division where he was responsible for day-to-day operations of the \$1.7 billion business unit. He directed eBusiness, global manufacturing, five strategic planning units, sales and marketing, global supply chain, quality and information technology.

Born in 1954, Drummond received his bachelor's degree in business management from Boston University, a master's degree in business administration from the Simon Business School at the University of Rochester, and a master's degree in management science from Massachusetts Institute of Technology. He received the MIT Sloan Fellowship in 1994 and the Aspen Institute's Henry Crown Fellowship in 1998.

Drummond is a Director on the University of Rochester, Board of Trustees, a Board Member of the North Carolina Dance Theatre, and Founder of Dreamseeds, a children arts program offered through Sojourner House, Rochester NY.

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