

ALICE SESAY POPE, Fortune 100 Senior Executive ♦ Board Member

Strategic Governance ♦ Global Operations ♦ Digital & AI Transformation, Regulatory & Risk Oversight



Industries Served – B2B and B2C

- Financial Services, Fintech, Banking
Global Payments
- AI, Technology, Software, Data
- Consumer Products
- HealthCare | Insurance

Non-Profit & Advisory Board Service

- **Board Member**, University of Maryland College of Engineering
- **Advisory Board**, Execs in the Know
- **Memberships**, National Association of Corporate Directors (NACD), Private Directors Association, Texas Chapter (PDA), Black Women on Board (BWOB)

Board & Executive Skills

- Gen AI Governance
- AI Strategy & Digital Transformation
- Global Business Strategy
- Large Scale Transformation
- Risk Management
- Regulatory Compliance
- M&A Integrations

Education

- **MBA**, University of North Carolina, Chapel Hill, NC
- **BS, Chemical Engineering**, University of Maryland, College Park, MD
- Harvard Business School, Women Leadership Forum, Cambridge, MA

Thought Leadership & Publishing

- **Speaker**, CCW Exchange; Execs in the Know; Design Management Institute (DMI)' CXO Exchange
- **Author**, Amazon 5-star rated book, [Transformation from the Inside Out](#), 2017; **The Trust Algorithm**, May 2026

Contact

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Alice Pope is a strategic, global senior business executive with more than 25 years of leadership across **AI governance, enterprise risk oversight, digital transformation, and global operations** in both highly regulated and technology-driven industries. Her experience spans **Amazon, Visa Inc., USAA, Capital One Financial Corp., Microsoft, and Johnson & Johnson**, where she has advised senior leadership and boards on technology direction and adoption, regulatory compliance, enterprise transformation. Across these organizations, she has **accelerated revenue growth, strengthened operational performance, and improved profitability** while helping companies navigate complex regulatory environments and rapidly evolving digital platforms.

Most recently, as **Global VP of Devices & Digital Experience at Amazon**, Alice oversaw governance and scale of **AI-powered customer experience platforms serving over 200 million customers across 100 countries** and leading within a **\$1B+ global organization**. As a senior stakeholder in Amazon's Ethical AI & Accessibility governance program, she helped ensure AI and GenAI deployments met internal policy standards and emerging regulatory frameworks, including EU AI Act readiness. Alice is **AI Security & Governance certified by Securiti AI**. She led a global workforce of over 10K across engineering, data science, product management, and operations, embedding risk controls, human oversight, and compliance disciplines throughout the AI deployment lifecycle while driving platform innovation and operational efficiency.

Previously, Alice served as **SVP of Global Operations and Customer Experience at Visa**, where she led a global organization supporting financial institutions and fintech partners across Europe, Asia, and the Americas. She oversaw a \$200M operating budget and global service operations in 30 languages, helping deliver **20% revenue growth (\$180M)** while maintaining operational resilience during the COVID-19 disruption. Earlier, at **USAA**, she strengthened enterprise risk oversight and regulatory compliance across banking and insurance operations, partnering with board and executive leadership to align policies with **Consumer Financial Protection Bureau (CFPB)** and **Office of the Comptroller of the Currency (OCC)** standards. Alice is a member of NACD and PDA.

Throughout her career, Alice has guided industry leaders through **large-scale digital transformation and technology adoption**, including **AI, machine learning, automation, biometrics, and advanced analytics**, enabling companies to modernize operations and strengthen customer engagement. She has also supported **major M&A integrations**, including Capital One's acquisitions of Chevy Chase Bank (\$18B) and ING Direct (~83B in deposits), helping align operations and preserve significant revenue during periods of enterprise change. Alice's experience across global technology platforms and regulated financial services gives her a balanced perspective on innovation, risk governance, and long-term value creation—bringing an operator's lens to the boardroom to help navigate the strategic balance between AI opportunity and responsible governance.

Alice serves on the Board of the **University of Maryland College of Engineering**, supporting fundraising, alumni engagement, and academic-industry partnerships, and previously served on the advisory board of Execs in the Know. Her nonprofit board service includes the Urban League of Rochester, the National Society of Black Engineers, and Leadership Memphis, where she has supported initiatives advancing education, workforce development, and community leadership. Outside the office, Alice is an avid reader and traveler who has climbed the Great Wall of China and trekked through many global adventures. She enjoys spending time with her husband Ed and their sons, and attending NBA, NFL, and NCAA games. Alice speaks on various topics including AI and technology governance and innovation in business.