

GOV. MSG. NO. 679

Kelsey Lew



PROFESSIONAL EXPERIENCE

VP, Commercial Card Department | Honolulu, Hawaii

2013 – Present



Manages the Commercial Card team of five finance professionals and directly responsible for the strategic vision and profitability of the Commercial Card client portfolio. Provides education, consultation, industry insights, and supports business development efforts to 700+ Hawaii, Guam, Saipan, and mainland companies.

Fraud Investigator | Honolulu, Hawaii

2012 – 2013



Responsible for processing Regulation E dispute claims which included not only working with cardholders directly, but also with Bank of America's corporate security to liaison with HPD and/or Secret Service to uncover debit card fraud. Accountable of all new hire training to ensure new team members were provided with the appropriate training of dispute regulations and department functions.

Advanced Client Support Specialist | Spokane, Washington

2007 – 2012



Supported Healthcare, Institution, & Government clients processing over \$45 million in annual merchant services volume. Experience included ensuring accounts were set up according to contracts, and assisted with Executive Relations, BBB, OCC, and legal cases involving any merchant relationships, acting as the subject matter expert to ensure facts were provided in all cases.

BOARD MEMBERSHIP

Hawaii Health Systems Corporate – Oahu Region

2025 – Present



Committed to provide strategic oversight and governance to HHSC's Oahu Region. Involved in strategic and quality assurance committees to ensure policies and long-term strategy support HHSC's mission.

EDUCATION



Eastern Washington University
BA Business Marketing
2004-2007

Dean's List

Fall 2024
Spring 2005
Fall 2005
Winter 2006
Fall 2006

