

Kelsey Lew

GOV. MSG. NO. 679



PROFESSIONAL EXPERIENCE

VP, Commercial Card Department | Honolulu, Hawaii

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.

2013 – Present



Fraud Investigator | Honolulu, Hawaii

Responsible for processing Regulation E dispute claims which included not only working with cardholders directly, but also with Bankoh'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.

2012 – 2013



Advanced Client Support Specialist | Spokane, Washington

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 legals cases involving any merchant relationships, acting as the subject matter expert to ensure facts were provided in all cases.

2007 – 2012



BOARD MEMBERSHIP

Hawaii Health Systems Corporate – Oahu Region

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.

2025 – Present



EDUCATION



Eastern Washington University  
BA Business Marketing  
2004-2007

Dean's List

Fall 2024  
Spring 2005  
Fall 2005  
Winter 2006  
Fall 2006

