



Change Management Consultant of the Year

Tatiana Collins, BearingPoint

Bringing innovation to the challenging world of banking is what Tatiana does best.

In her career, she works hard to change the way her Financial Services clients do business – helping them to realise the value in becoming fairer and more customer-focused – positively changing the way in which they serve their customers.

A key part of Tatiana’s work is supporting and developing her clients’ people, aiding culture change from within, and equipping their teams to manage future challenges.

Finalising your mortgage application across a desk from a robot may seem like science fiction – but it is exactly the sort of change Tatiana is involved in every day.

Tatiana’s dedication to her clients is second-to-none. She brings tenacity, confidence and innovation to her clients, frequently breaking new ground to deliver new methodologies – she was the first in the firm to create a robotic financial advisor prototype and launch robo-advisory as a new service offering.

In addition, Tatiana has also been commended by her clients as “exceptional” at ensuring the sustainability of change in people’s behaviours and the buy-in achieved from all levels in the organisation, something which the client has “never achieved in the past”.