

# 2021 IFIC OPERATIONS DAY

Tuesday, May 11  
Virtual Event

## Toni Falcioni

Director Full Service Operations  
Strategy and Audit  
IFDS Canada



With efficiency being part of his DNA, Tony Falcioni, Director Full Service Operations, Strategy and Audit at IFDS Canada has built his career around improving delivery services and delighting his client base. He has been a champion of the phrase “work smarter, not harder”, and has utilized his creativity and training in Lean process improvements to solution for problematic processes, delivery deficiencies and defects, and loss of productive time within his operational mandate. Tony has a proven record in successfully rebuilding processes, teams and culture resulting in improved delivery to his client base and elevated employee engagement. He has spent over 20 years in various progressive management and leadership positions across various segments of the financial services industry.



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