

Chris Gahl | New York, NY | (347) 746-2134

chris@cgwrites.com

Senior Technical Writer Specializing in Risk Governance and Regulatory Documentation

Technical writer with extensive experience producing regulatory documentation, model methodology narratives, and process documentation for global banks. At Citi, served as the enterprise point of contact for IFRS 9 governance across 121 legal entities — writing the technical documentation that supported audits, regulatory exams, and a 25% reduction in the month-end reporting cycle. Also experienced in curriculum design and technical training delivery across financial services, telecommunications, and enterprise software environments.

Work Experience

Senior Vice President, Banking and International Risk

Citi - New York, NY

12/2020 – 12/2025

- Served as the enterprise-wide point of contact for International Financial Reporting (IFRS 9) governance, audit, and technical inquiries.
- Wrote technical documentation on model methodology and reporting to support local country regulatory exams for the 121 legal entities in the IFRS 9 program.
- Led risk governance and oversight for the Wholesale Risk portfolio as primary contact for up to 50 internal and external audits per year.
- Created an online portal of technical documentation to manage regional IFRS 9 development requests and to support budgeting, development, and testing.
- Worked with the domestic expected credit loss team (CECL) to identify pain points, write technical process improvement plans, and shorten the month-end reporting cycle by 25%.
- Built a searchable knowledge base of prior audit responses and technical documentation, reducing redundant requests during audits by up to 50%.

Senior Technical Writer & Business Analyst (Consultant)

Citi - New York, NY

11/2019 – 12/2020

- Collaborated with developers to write, supervise, and perform User Acceptance Testing (UAT).
- Performed SQL and Hyperion queries, analyzing key data quality metrics and responding to urgent data requests from the trading desk.
- Monitored Key Data Controls for Citi's Data Governance Group.
- Designed and developed an online system for requesting and evaluating Internal Risk Rating change requests, replacing the existing email-based process.
- Managed the remediation of regulatory issues identified by the Federal Financial Supervisory Authority (BaFin).
- Updated policies related to the Fundamental Review of the Trading Book (FRTB).

Senior Vice President, Model Governance & Control

Citi - New York, NY

01/2006 – 05/2019

- Managed business-critical Counterparty Credit Risk technology and process improvement projects, providing final approvals for release.
- Partnered with regulators at Federal Reserve Bank (FRB) and Office of the Comptroller of the Currency (OCC), resolving Matters Requiring Attention (MRAs) and co-hosting quarterly risk model performance reviews.

- Liaised between IT and the business, writing and implementing Business Requirement Documents (BRDs) and Functional Requirement Documents (FRDs) within SDLC and Agile frameworks.
- Boosted productivity by reducing time in meetings by 10% through the introduction of user-friendly SharePoint, JIRA, and Tableau dashboards and workflows.
- Streamlined responses to audit and regulatory queries by building a single web-based repository of technical documents, test cases, results, and approvals.

Senior Technical Writer / Trainer (Consultant)

Thomson Reuters - New York, NY

05/2005 – 12/2005

- Wrote user documentation for Customer Relationship Management (CRM) system and other popular Book of Business billing and reporting tools, decreasing reliance on the help desk.
- Simplified user documentation for order management systems, reducing manual intervention.
- Identified gaps in training, creating courseware for sales, support, and contracts teams.

Senior Technical Writer / Business Analyst (Consultant)

JPMorgan Chase Private Bank - New York, NY

08/2004 – 05/2005

- Re-engineered disaster recovery procedures for critical private bank applications, limiting downtime in the event of catastrophic data center failure.
- Performed comprehensive IT infrastructure assessment, streamlining incident and change management through new procedures consistent with Infrastructure Library (ITIL) standards.

Additional Experience

- Technical writing and business-analysis consulting for Bear Stearns, NextiraOne/Williams Communications, Zurich Bank/Centre Solutions, Citi, Deutsche Bank/Bankers Trust, and Citibank: brokerage application documentation, IVR and CTI platform documentation, curriculum development, help desk training, and online help systems.

Education

Bachelor of Arts (BA), English and American Studies

Wesleyan University - Middletown, CT

Technical Skills

- Data & Reporting: SQL, HTML5, Oracle Hyperion, Tableau
- Project Management & Governance: Atlassian Confluence / JIRA, SharePoint, HP Quality Center
- Other Tools: Microsoft Office Suite, Adobe Acrobat Pro, UNIX

Links

<http://www.linkedin.com/in/chrisgahl>

<http://www.cgwrites.com/>