

Francesc Gaya Mesquida

ENTERPRISE ACCOUNT MANAGER

francescgaya@outlook.com · (+34) 644 511 103 · francescgaya1 (Skype)

Infanta Mercedes 25, 28020 Madrid, Spain · Spanish nationality · Born 29/10/1993, Palma de Mallorca



WORK EXPERIENCE

Enterprise Account Manager

Adyen · Madrid, Spain · 01/07/2021 – Current

- Portfolio Management: Manage a diverse portfolio of high-value accounts, serving as the primary point of contact for commercial and legal escalations.
- Business Consultation: Conduct performance reviews and pricing negotiations at the C-level to ensure competitive positioning and growth.
- Product Knowledge: Act as a knowledge driver for complex payment products, advising partners on implementation and best practices to improve their operational supply.
- Strategic Growth: Prioritize growth strategies based on customer feedback and industry trends to meet partner demands effectively.

AML Analyst – Transaction Monitoring Analyst

Adyen · Amsterdam, Netherlands · 31/08/2018 – 01/07/2021

- Working with all Adyen teams across the globe.
- Maintaining and creating AML and CFT prevention models.
- Coordinating improvements on risk scenarios with Compliance.
- Introducing knowledge on money laundering techniques across teams.
- Innovating in alert tackling methods.
- Improving processes around the operations teams.

Team Lead – AML

bunq · Amsterdam, Netherlands · 31/05/2017 – 30/08/2018

- Training & Onboarding: Managed and trained teams on internal systems and investigation workflows, ensuring high standards of quality control.
- Process Efficiency: Created and maintained workflows to improve the efficiency and effectiveness of internal operations.
- Problem Solving: Investigated payment source and intent, resolving complex issues in a timely manner.

Responsibilities

- Manage a team of 6 people for quality control.
- Manage a team of 2 people for payment investigations.

EDUCATION & TRAINING

31/01/2016 – 31/01/2017 · The Hague, Netherlands

Master's Degree in Crisis and Security Management

Universiteit Leiden

Crisis management · Internal communications · Research and project development · Threat analysis · International relations

EQF level 8

31/08/2011 – 04/06/2015 · Madrid, Spain

Degree in International Relations

Universidad Antonio de Nebrija

Political science · Business administration · Economics · Law · Conflict resolution · International law · European studies · Sociology

EQF level 6

31/08/2013 – 05/05/2014 · The Hague, Netherlands

European Studies (Erasmus)

Haagse Hogeschool

European business · European law · European history · EU composition · Event organisation

EQF level 6

31/08/1996 – 23/06/2011 · Palma de Mallorca, Spain

British Higher Education

Bellver International College

English · Spanish · History · Mathematics · Sciences · A-Level: English Literature, Spanish, History, I.C.T, Geography

EQF level 6

LANGUAGE SKILLS

Mother tongues

Spanish

Catalan

English

Italian

Listening B1

Reading B1

Writing A2

Spoken production A2

Spoken interaction A2

KEY COMPETENCIES

Enterprise Portfolio Management

Owning high-value merchant relationships end to end, from onboarding to strategic growth planning.

AML & Transaction Monitoring

Building AML/CFT prevention models, risk scenarios and monitoring frameworks with Compliance.

Quality Control Leadership

Running quality assurance and coaching for investigation teams in regulated financial environments.

C-Level Negotiations & Pricing

Leading executive performance reviews and commercial pricing agreements with global enterprises.

Process Optimization & Efficiency

Designing operational workflows that cut investigation time and scale across cross-functional teams.