



## event speakers



### Eric Arnold

Digital Experience Executive at Jack Henry™

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Eric brings over 24 years of experience in the fintech industry, with nearly a decade at Jack Henry. Throughout his career, he has been passionate about leveraging innovative and ever-evolving technologies to create meaningful, measurable outcomes for financial institutions and their customers. His expertise lies in digital banking, platform software, and payment solutions. Prior to joining Jack Henry, Eric held a technology role at Wolters Kluwer from 2002 to 2009. In 2017, he took a brief hiatus from Jack Henry to help launch Autobooks, a startup focused on small business banking.

On the personal side, Eric has been married to his wife Val for 34 years. They have two adult sons, both married, and are proud grandparents to three grandchildren. A longtime resident of Knoxville, TN, Eric has enjoyed coaching youth, middle, and high school sports over the years, staying active in his community.



### Nicole Harper

Senior Director, Corporate Strategic Planning & Initiatives at Jack Henry

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Nicole has a passion for empowering mission-driven organizations to innovate faster, strategically differentiate, and successfully compete. In her role, she drives research to vet acquisition, strategic partnership, and investment opportunities across the fintech ecosystem. She leads an industry research analyst team covering digital, lending, payments, and financial crimes.

Prior to Jack Henry, Nicole served in senior-executive leadership roles leading digital, marketing, and retail for forward-thinking credit unions, real estate associations, and leading financial software and identity theft protection providers. She is a frequent presenter on topics related to fintech strategy and financial health, as well as niche banking topics and the important of women in leadership in the fintech industry. Nicole holds a Bachelor of Science degree in Business Administration from Meredith College in Raleigh, NC. She also has an MIT Sloan Executive Certificate in AI: Implications for Business Strategy and completed the post graduate program in AI for Leaders from the McCombs School of Business at The University of Texas at Austin.



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### Barbara Vega

Product Strategist, Senior Advisory at Jack Henry

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Barbara analyzes the ever-changing payments landscape and jointly develops effective strategies with financial institutions, technology providers, and Jack Henry solution groups. After graduating from The University of Texas McCombs School of Business with degrees in Marketing and Management Information Systems, Barbara spent a dozen years sharing her technical development and management consulting skills with Argo Data Resource Corporation and PricewaterhouseCoopers. Since joining Jack Henry in 2005, Barbara has held a variety of posts, including R&D manager, product manager, and partner business unit manager, where her expertise in payments and technical integrations played a key role in developing Jack Henry's direct-to-merchant line of business. Her deep payments background and engaging personality make her a sought-after speaker and panelist at conferences and industry events.



### Chris Caufield

Digital Sales Engineer II at Jack Henry

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Chris started working in the credit union industry 30 years ago. Beginning as a programmer and later as a client relationship manager, he has been exposed to several different aspects of the industry. Understanding many of the daily challenges of a credit union, he settled into digital banking as his primary focus many years ago. As a sales engineer, he strives to explain the technology in an easily digestible fashion, and how it will help you and your accountholders achieve your goals.



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### Joshua Thomas

Account Executive at Array

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Joshua is a seasoned sales professional in fintech and data services. As an Account Executive at Array, he collaborates with digital banking partners like Jack Henry to deliver credit monitoring, identity protection, subscription management, and student loan aid solutions to banks and credit unions. Previously, he served as AVP at Ned Davis Research, providing macroeconomic data to institutional clients. He also spent over a decade at S&P Global, selling to major financial institutions and media firms.



### Rene Perez

CAMS, Financial Crimes Consultant at Jack Henry

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Rene has been with Jack Henry since 2007 and has more than 20 years of experience in the financial crimes industry. In his current role, Rene is able to share his specialized knowledge directly with Jack Henry clients and the industry through speaking engagements. He is Jack Henry's subject matter expert on financial crimes and has spoken at many major conferences including ACAMS®, Jack Henry Connect, and SAS's Global Financial Crimes Conference. Prior to Jack Henry, Rene worked as a BSA and Fraud Officer at a top 50 bank in the U.S. Rene was also one out of 21 people across the country chosen by the Federal Reserve Bank to start the first-ever Federal Reserve Bank Payments Improvement Fraud Work Group. Their first mission was to formally define and categorize fraud to a single definition that can be adopted across the U.S. He lives in Birmingham, AL, with his wife and four kids. When not in the office, Rene can be found at one of his kids' functions.