

Irene Pappas 2022 Aquinas Medal Honoree

Irene's journey begins as a first generation Greek American. Having grown up in the heavily populated Greek Orthodox community of Astoria, NY, she learned to speak, read, and write Greek fluently and was the first person in her family to go to college.

In 1980, Irene began her career at the Dreyfus Service Corporation while attending graduate school at New York University where she received a Masters Degree in Public Administration. Her first position was working as an Account Executive in which she was responsible for servicing clients calling for assistance on their Dreyfus accounts. Within her first year, she assumed responsibility for managing Dreyfus' first Financial Center in New York City where shareholders could have face-to-face interaction with Dreyfus representatives.

To tell the rest of the story is to track a 40 + year career of Irene's leadership. As current President of BNY Mellon Retail Services and President of BNY Mellon Transfer Agency Inc, she is responsible for the BNY Mellon Retail Services Call Center and Operations teams located in Uniondale, NY.

Under Irene's leadership, BNY Mellon Services has been awarded the prestigious Best-In-Class Award for Call Center service excellence in the mutual fund industry by several mutual fund evaluation services such as Dalbar, Benchmark Portal by Purdue University and National Quality Review, a third-party vendor who provides independent analysis and benchmarking to Financial Services Companies.

As an active member of the Investment Company Institute (ICI) and a member of the Transfer Agency Advisory Committee, Irene's name is synonymous with service excellence and with an organization that has long tenured dedicated service professionals that have been part of her team for over 30 years.

The true hallmark of Irene's tenure is the BNY Mellon Investment Management Mentoring Program she started 20 years ago. As the Executive Sponsor, she has helped thousands of junior and diverse employees all over the world get the chance to network and talk about their career aspirations resulting in many who have been promoted and some who have chosen to give back to the program as Mentors. Irene's passion has always been helping people both personally and professionally. She enjoys developing people, watching them reach their potential and mentoring employees to find their niche in the financial industry. Her other passion is Service excellence. Known in the industry as being tough and demanding, she is always laser focused on being sure her clients get the best possible service and is committed to ensuring her employees are always motivated and taken care of.

Irene's journey continues as an active Board member for St. Thomas Aquinas College for 8 years. She is also co-chairperson for the Student Development Committee and a member of the Executive Committee.

Her inspiration for St. Thomas as an institution comes from having an opportunity to interact with the remarkable students, faculty, trustees, and members of President Daly's Cabinet. When she walks through the campus, she feels a sense of pride to be associated with an institution that is so committed to helping and supporting students with their academics, future careers, and financial concerns. Having paid her own way through high school, college and graduate school, Irene has a deep appreciation of what students are going through. This has sparked Irene to pay it forward and start the Irene Pappas Scholarship Fund.

Irene is honored to be given this prestigious Aquinas Medal surrounded by her husband Dan, family, friends, and colleagues. She is looking forward to continuing her journey with St. Thomas Aquinas College and supporting President Daly and his team in all future endeavours.