

Mark Visalli

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Professional Summary

Payments and operations professional with 7+ years of experience driving data-driven insights, vendor management, and logistics solutions for global B2B and B2C customers. Proven ability to analyze complex data, identify improvement opportunities, and advise cross-functional stakeholders to build scalable solutions across merchant payment ecosystems.

Skills

- **Payments Knowledge:** End-to-end transaction flows, merchant operations, card networks, cross-border FX
- **Data Analytics Expertise:** Excel, Tableau, SQL, Oracle Netsuite, SAP ERP, MS Office, Zendesk, Google Analytics
- **Stakeholder Consulting:** Experience presenting insights, recommendations, and regular project updates to senior leadership and external partners
- **Process Optimization:** Lean Six Sigma Green Belt certified; continuous KPI improvement projects for operational, technical, and financial goals
- **Product & Project Operations:** Planning, process documentation, cross-functional coordination, metrics tracking
- **Supply Chain & Vendor Management:** Forecasting, procurement, inventory control, SLA negotiation, reverse logistics

Professional Experience

Supply Chain Analyst II – FreedomPay, Philadelphia, PA, Aug 2025 – Present

Supply Chain Analyst I – FreedomPay, Philadelphia, PA, Oct 2022 – July 2025

- Enable payments infrastructure via device deployment, inventory management, and transaction enablement across 20+ vendors and 2,000+ global merchant environments
- Deliver ad-hoc data analyses and consultation on merchant POS device supply chain issues, partnering with key stakeholders and third-party providers to design and implement tailored process improvements
- Lead alignment of forecasting, technical requirements, and procurement across finance, sales, and product teams to support merchant device deployment and performance goals
- Manage cross-departmental initiative to integrate supply chain data into Snowflake-powered client portal, enabling customer self-service ad-hoc reporting, reducing team workload by 40 hours per week
- Streamlined hardware replacement and repair processes with OEM partners, recovering lost inventory and improving repair SLA performance to exceed 99% consistently
- Developed vendor performance scorecards using KPIs (order cycle time, accuracy, SLA adherence, fulfillment rates, device defect rates, repair turnaround, pricing) to evaluate and optimize vendor performance, drive cost savings, and support device deployment into merchant ecosystems
- Established reverse logistics capabilities in UK, EU, Caribbean, Mexico, Hong Kong, and Australia, grassroots building of warehouse facilities technical and operational requirements
- Managed customer RMA workflows via Zendesk through coordination with offshore contractor team, processing hardware returns and replacements to consistently meet merchant SLA agreements

E-commerce Operations Manager – Global Pursuit, Delray Beach, FL, Oct 2021 – Oct 2022

- Optimized supply chain and vendor API integrations, increasing online inventory availability by 25% and enhancing fulfillment capabilities.
- Used SEMrush, Retail Pro, and Google Analytics for market analyses, driving a 50% increase in site traffic through targeted digital marketing.
- Developed an omnichannel strategy to align in-store and online data for demand forecasting, managing daily operations for a five-member team.

Manufacturing Engineer, Data Analytics – Comcast, Philadelphia, PA, Nov 2018 – Oct 2020

- Member of Deployment Engineering and Technical Operations team at HQ responsible for tech side of supply chain: develop and oversee 3rd party operations for repair, refurbishment, and redeployment of returned devices in a warehouse setting to meet required inventory and quality metrics.
- Responsible for data quality projects using Oracle SQL Developer, Excel, and Tableau aimed to ensure efficiencies in warehouse processing of Comcast products at 95% accuracy.
- Creator of warehouse inventory processing overview report seen by over 80 stakeholders, including senior management across departments of Comcast. Led as project manager of 3-person team to create python scripts reducing report production time from 5 days to 1 day.

Independent Research & Projects

Digital Payments, Stablecoin Settlement, & FX Routing, March 2025 – Present

- Designed and prototyped stablecoin-based payments and multi-rail routing infrastructure, building expertise in modern payment rails, FX routing, DeFi liquidity concepts, and digital asset risk/compliance
 - Built MVP and operating model for stablecoin-powered cross-border payments platform, enabling businesses to convert, route, and settle payments cheaper and faster than traditional rails.
 - Designed end-to-end treasury and settlement workflow, including stablecoin sourcing, multi-rail routing logic, payout orchestration, and reconciliation flows.
 - Defined product roadmap for vendor-independent stablecoin infrastructure, incorporating modular integrations, fallback routing, and corridor-based scaling strategy.
 - Developed platform architecture aligned with ISO 20022-style structured payment data, supporting future bank integrations, compliance traceability, and scalable corridor expansion.
 - Implemented key MVP modules including payment/invoice tracking, ledger audit trails, quote locking, FX protection mechanisms, and payout routing.
 - Built risk and compliance framework addressing depeg events, liquidity shortfalls, redemption run scenarios, and circuit breaker controls.

Education & Certifications

- **B.S., Business Administration (Supply Chain Management)** – Auburn University, Auburn, AL, 2018
- **Lean Six Sigma Green Belt** – Management & Strategy Institute, 2019
- **Mini-MBA: Digital Marketing** – Rutgers University, 2021
- **Blockchain Basics** – University of Buffalo, 2025