

Wesley Wilhelm, Senior Analyst, Aite Group, LLC

Wesley Wilhelm is a senior analyst at Aite Group, LLC, covering fraud management, payments, and retail banking technology and operations with an emphasis on the ATM, branch and call center channels.

Mr. Wilhelm brings to Aite Group over 25 years of experience in banking and consulting to the banking industry. At banks, he has held management positions in risk and fraud management, credit card issuing, debit card issuing and ATM driving, merchant acquiring, and branch and call center operations.

Mr. Wilhelm is a recognized Fraud Management thought leader for his pioneering research on the Fraud Management Lifecycle Theory. He has been widely quoted by the press, in publications such as Banking Technology, Collections and Credit Risk, and USA Today, and has been a speaker at numerous industry/client events and conferences including Association of Certified Fraud Examiners (ACFE), Economic Crime Institute, ABA Bankcard Conference, and Inside ID. Mr. Wilhelm has published numerous articles on fraud management in publications such as Journal of Economic Crime Management, Credit Card Management, Card Technology, and the White-Collar Crime Fighter.

Most recently, Mr. Wilhelm was an operations executive at Merchant e-Solutions, where he led the launch of a merchant fraud and chargeback management service offering. Prior to that, he was vice president of retail risk management at JPMorgan Chase (formerly Washington Mutual) where, among other achievements, he managed to drastically reduce fraud losses within the Washington Mutual debit card portfolio. Previously, Mr. Wilhelm was a director of business consulting with FICO (formerly HNC Software Inc.) where he was involved in the development of eFalcon and the creation of Falcon ID. Before that, he held management roles at various banks, including Seafirst Bankcard Services (now part of Bank of America), Santa Barbara Savings and Loan, City Commerce Bank, and The Chartered Bank of London (now part of Union Bank).

He has taught university-level courses in Economic Crime Management at Utica College and led a seminar on Advanced Fraud Analysis at North Carolina State University.

A Certified Financial Crime Investigator, Mr. Wilhelm holds an M.S Degree in Economic Crime Management from Utica College, and a B.A in Economics and Political Science from the University of California. He is also an Olympic-style target archer.