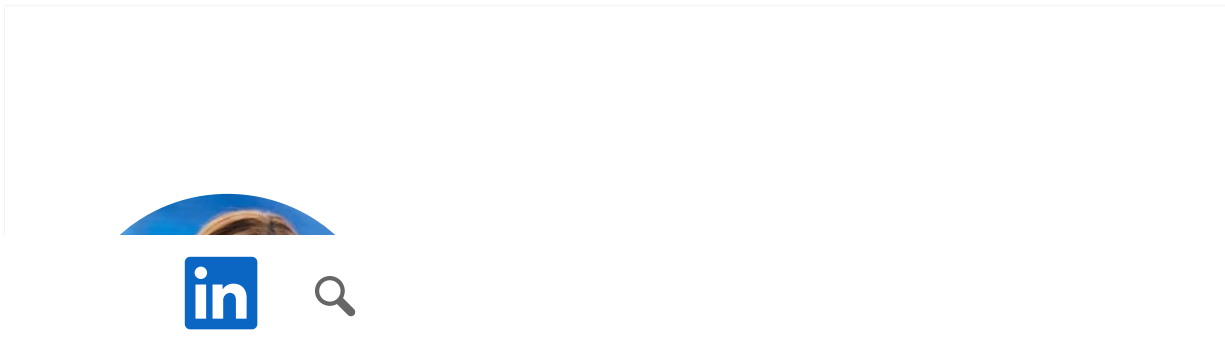


Exhibit 9



Home



Jennifer Cervantes · 3rd

Manager Global Business Operations - Apple Pay

-  Apple

Austin, Texas, United States · [Contact info](#)

500+ connections

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About

Seasoned professional with over 23 years of experience in the payments industry. Strong background in enterprise client relations and operations management with specific focus in healthcare and transportation. Consistently successful in exceeding revenue goals, improving productivity and service delivery goals. Continually improving operational efficiencies, controlling costs while delivering outstanding customer service. Excellent mentor and strong communicator with a fair-minded management style that drives high levels of client satisfaction.

Featured

Link

Exec Bio

TrustCommerce

Jennifer Cervantes, Vice Management, is responsible for Account Management to ensure ensuring excellence in a Jennifer provides strategic

Activity

805 followers

+ Follow

Jennifer Cervantes reshared a post • 3w



iOS 16 Preview

apple.com • 3 min read

Jennifer Cervantes commented on a post • 3w

So cute! Congrats Tim.

19

4 comments

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Experience



Manager Global Business Operations - Apple Pay

Apple · Full-time

May 2020 - Present · 2 yrs 3 mos



TrustCommerce®

10 yrs 5 mos

Vice President of Account Management

Dec 2016 - May 2019 · 2 yrs 6 mos
Santa Ana, California

Manage Client RM team; responsible for retention and growth of recurring revenue from top tier merchant and reseller accounts by way of consultative operational support, up-sales and cross-sales for all top tier clients.

Manage Partner RM team; responsible for business development and technical expansion of ISV partnerships, Payment Processor and ACH Processor relationships.

Director of Account Management

Apr 2012 - Dec 2016 · 4 yrs 9 mos
Irvine, CA

Promote growth within existing client relationships ensuring mutual business satisfaction and client retention, providing in-depth operational support for a portfolio of thousands of merchant locations. Provide ongoing support to key software integration and certification partners by educating of payment processing models and advocating for mutual merchants while cultivating leads for our Sales team.

Manager of Account Management

Jan 2009 - Mar 2012 · 3 yrs 3 mos
Irvine, CA



TSYS Acquiring Solutions

10 yrs 6 mos
Tempe, AZ

Client Operations Manager

Jul 2005 - Dec 2008 · 3 yrs 6 mos

Corporate Trainer

Feb 2002 - Jun 2005 · 3 yrs 5 mos

Technical Support - Various Roles

Jul 1998 - Jan 2002 · 3 yrs 7 mos

Skills

Account Management



Endorsed by Masis Sarkisian who is highly skilled at this



Endorsed by 2 colleagues at Apple



48 endorsements

Management



Endorsed by 2 colleagues at Apple



44 endorsements

Payments



Endorsed by Mitch Rosenfeld and 3 others who are highly skilled at this



Endorsed by 9 colleagues at TrustCommerce®



39 endorsements

Show all 50 skills →

Recommendations

Received

Given

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