

Mel is the CCO at DekoPay, a scaling payment platform in the BNPL space. Mel is a very proud successful female leader who is passionate about the importance of D&I within the fintech industry.

How did you start your career within FinTech?

Mel's journey into Fintech was unplanned; she fell into the industry when she moved to London after a successful career within Media in Australia. Her first exposure to Fintech was a stint at MYOB, a small start-up in the Accountex space. This exposure to the Accounting Software Market enabled her to then build a successful career at now one of the largest Accountex players, Intuit, the place that she credits for the development of her leadership qualities. She has since moved into leadership positions within the Buy Now Pay Later space, one of the fastest growing markets within the Payments sector. She was responsible for launching Prospa in the UK and is now the Chief Commercial Officer at Deko.

What is your experience of being a leader?

Mel describes her experience as a leader to be a positive one. Her want and passion for being a leader was nurtured through the excellent leadership philosophy she was exposed to at Intuit.

She characterises the role of a manager and leader differently. Based on her prior successes, Mel was promoted into a role where she was responsible for managing people. For her, this was never a title that she chased, but a natural and obvious next step as it presented a linear opportunity for her to challenge herself and grow personally and professionally. The real difference in experience came when she became a leader as she found there to be an important distinction between managing and leading people. As a leader she is building a vision for her team to follow. This realisation means that now her leadership style has a real people focus where she adds value, inspires, drives engagement and empowers individuals within the workplace.

What's been the biggest success in your career to date?

Mel is most proud of raising her children alongside being a committed professional, holding senior roles throughout her career. The topic of work life balance and how sustainable this can be is something that she is passionate about. Preferring to use the term 'work life harmony', she promotes a framework within her teams that she has found to be extremely successful in achieving this notion. She uses the analogies 'Rubber Moments' and 'Crystal Moments'.

'Rubber Moments' are moments that can be repeated and can potentially be done the following week, whereas 'Crystal Moments' are one-off events that cannot be missed. Mel strongly believes, as a parent and professional, that looking at Rubber and Crystal moments has allowed her to create a healthy balance and be successful in both aspects of her life.



What would be your advice to the next generation of female leaders?

Mel found that the moment when she created 'work life harmony' was when she truly enjoyed her career and thrived the most. Her main advice to future generations would be to find a work-life balance that suits you and an environment that supports you in doing so. It is important to remember that you are employed to do a job successfully and you should not feel pressured into working a rigid set working day. Setting expectations, demonstrating your ability as an individual and having a strong work ethic is key to supporting this approach.

What is Deko doing to promote and ensure D&I within the organisation?

Deko have a strong representation of female leaders across the executive and management level which creates a top-down approach to D&I.

Mel is working closely with the Head of People at Deko to build Quotas and scalable policies to ensure diversity as the business enters its next phase of growth.

Edited by Siobhan Humphries