Pay Wu

SVP of Corporate Real Estate CRM, Enterprise Real Estate

TD Bank, NA

Pay is a seasoned executive as the Senior Vice President, Head of North American Corporate Real Estate Client Relationship Management and currently leads a North American team responsible for Lines of Business relationship and strategies for 11M square feet of leased and owned office properties (50% of the global portfolio). She is accountable for end to end Corporate client relationship experience of Enterprise Real Estate (ERE) strategy, planning, business decision, translation of business strategies into workplace strategies (TD FlexWorkPlace), projects and occupancy services.

Most recently, Pay joined TD from American Express where she was the Vice President of Global Real Estate, leading the Americas region portfolio (~6M RSF) and served as the global lead for Bluework strategy and program. She is a versatile CRE leader with 20+ years of industry and consulting experience, managing internal and outsourced teams to produce positive P&L impact. She possesses results oriented track record in portfolio/ workplace strategies, M&A, program management, cost management/ reduction, vendor/ outsourcing advisory, process/operations optimization and technology implementation.

Prior to American Express, Pay served as the Strategy and Portfolio Planning Leader for Deloitte Services LP and drove the strategic planning of Deloitte’s 10MM RSF of US and India real estate portfolio. Pay’s consulting experiences extends over a decade both at Deloitte’s Strategy & Operations Consulting and Arthur Andersen’s Business Consulting practices, including many years spent delivering real estate strategy, process and transformational strategies to Fortune 500 companies across all industries. Well versed in many dimensions of transformation, Pay consulted seamlessly across a range of salient issues in capital planning, strategic facilities / masterplanning, real estate and facilities cost reduction strategies, asset and equipment optimization, process reengineering, space and facilities management related technologies.

Pay is a frequent speaker in industry events and published author of numerous articles. She is an MCR.workplace instructor on the CoreNet MCR faculty and currently serves as a Senior Advisor to the Board of Directors for the NYC Chapter of CoreNet Global.

She is a graduate of Cornell University, and is Senior Leader in CRE (SLCR) certified from CoreNet Global. Pay lives in Princeton NJ with her family.