

Alex Chung

11 Tidefall Drive
Scarborough, ON, M1W 1J1
416-219-8025
Alex.Chung92@gmail.com

SKILLS

- Excellent communication skills; able to communicate ideas clearly and effectively
- Proficient in written and oral French
- Work well and collaborate with others
- Proficient in Word, Excel, Powerpoint, and Access
- Advanced knowledge of Bloomberg

WORK EXPERIENCE

State Street Trust Company Canada

Client Service Division

May 2017 - Present

Toronto, ON

Senior Client Service Specialist

- Maintain client relationships through direct communication with clients. Assist and advise on client inquiries in order to meet client request and deliverables
- Manage internal and external groups to identify and resolve client issues in a timely, accurate manner
- Create and provide financial, performance, and key performance indicator reports for clients
- Process, research, and resolve clients' accounting and custody transactions
- Ensure client instructed trades and internal and external wire movements are completed
- Lead monthly client meetings, to discuss deliverables, performance, client issues, and long-term action items

State Street Bank and Trust Company - Canada Branch

Financial Derivatives Division

February 2016 – May 2017

Toronto, ON

Senior Operations Specialist

- Oversee the preparation and delivery of reports to internal and external clients
- Ensure that procedures are up to date and that they adhere to the review and approval process associated with clients' expectation of portfolio market values
- Propose changes to procedure, focusing on reducing risk, manual inputs, and increasing efficiency
- Ensure the delivery of all pricing feeds and back-up pricing sources on a daily basis
- Identify, research, and resolve prices which break tolerance levels on the pricing feed
- Communicate with third party vendors in order to ensure daily prices are received

State Street Fund Services Toronto Inc.
Alternative Investment Services
Toronto, ON
Reconciliation Specialist

December 2014 – February 12, 2016

- Analyze and review daily transactions and positions of funds
- Evaluate and compare daily positions of both the administrator and client
- Maintain daily, monthly, and annual records of funds

State Street Bank and Trust Company - Canada Branch
International Fund Services Division
Toronto, ON
Summer Student

May-August 31, 2014

- Book and process financial transactions and investments for fund of hedge and mutual funds
- Analyze and process trade confirmations and financial statements
- Review the team's daily activities and transactions received
- Check and analyze reports to ensure fund transactions were accurate
- Took responsibility over funds, including entering transactions and performing month-end review

AWARDS AND ACCOMPLISHMENTS

- | | |
|---------------------------------|-----------|
| • Honours (average above 85%) | 2006-2010 |
| • Mac Recognition Award | 2010 |
| • Standard First Aid with CPR C | 2010 |
| • National Lifeguard of Canada | 2010 |

EDUCATION

- Graduate Bachelor of Arts - University of Toronto
- OSSD Honours - Sir John A. Macdonald Collegiate Institute, Agincourt, ON

INTERESTS AND HOBBIES

- Reading
- Hockey and golf

REFERENCES

John Fung, Manager, Derivatives Operation
RBC Investor & Treasury Services
Financial Services

416-565 -5657

Natalie Tsytsarin, Officer, Client Service
State Street Bank and Trust Company – Canada Branch
Client Service Division

647-219-4444