



MICHELLE DAPHNE PEREIRA
Curriculum Vitae

BIODATA

Date of Birth : 6th December 1989
Nationality : Malaysian
Education : **Diploma in Accountancy**
Institute : SEGI COLLEGE, SUBANG JAYA
Field of Study : Finance / Accountancy / Banking
Level : Management - Assistant Manager

Career Objective :

To seek a career where my passion and experience will be utilize to the maximum capacity by the organization resulting in the growth of the organization. In the process, I am determine to add value to my profile and acquire additional skills which will allow me to grow in today's dynamic environment as to become a competent person. In addition to that, I am looking for a position in an office environment where there is a need for a variety of office management tasks including computer knowledge, organizational abilities, business intelligence and database program used.

SKILL SETS AND KEY COMPETENCY

- Account Management
- Client Management
- Communication strategy
- Engagement with key stakeholders
- In depth Analytic Skills
- Process Improvement
- Provide technical accounting knowledge to counterparts
- Team Management
- Client Service
- Coaching

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NO. 10, JALAN 8C/6, TAMAN SETAPAK INDAH, 53300 KUALA LUMPUR

CAREER SUMMARY

- **STANDARD CHARTERED GLOBAL BUSINESS SERVICES NOVEMBER 2014 - PRESENT**
(formally known as Scope International (M) Sdn Bhd)
- Royal Bank of Canada (RBC) Investor Services May 2012 - October 2014
- HSBC Data Processing Center October 2009 - May 2012

CAREER HISTORY

STANDARD CHARTERED GLOBAL BUSINESS SERVICES
(formally known as Scope International (M) Sdn Bhd)

April 2016 to Present

Assistant Manager
Fund Accounting

Key Clients : Singapore - Fund Services & Malaysia Trustee

Key Roles : Assist to supervise a team in performing portfolio valuation NAV prices computation and other fund administration works daily

Check valuation reports and other fund administration works to ensure that they are correctly prepared

Maintaining a high degree of accuracy and consistency in preparation of daily reporting and ensure that the pricing/valuation process are adhered to audit procedures and ensure service standards are met.

Deal with issues and queries from clients in a professional and timely manner.

Manage and monitor the timing and quality of client deliverable

Follow and perform control as specified in the Procedure Manual and ensure comply with in all relevant work processes.

Prompt escalation to Team Head or Department Head for any issues identified.

Strong sense on risk awareness and supervise the team members to ensure they always comply with regulation and company's policy and procedures.

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Participate in UAT for any new system enhancement prior to production.

Participate in those tasks or projects as assigned by Department Head from time to time and take accountability.

STANDARD CHARTERED GLOBAL BUSINESS SERVICES November 2014 to March 2016
(formally known as Scope International (M) Sdn Bhd)

Team Lead

Fund Accounting

Key Roles : Reporting and control of primary accounting records

- * Preparing fund investment performance information
- * Management Reporting
- * Preparing weekly reconciliations of balance sheet accounts,
- * Indirectly supporting fund managers through the oversight team in the home country
- * Client reporting; liaising with internal/external stakeholders.

Assist Manager in ad-hoc and admin task

To produce an accurate NAV' for your allocated funds. Ensuring consistency & accuracy.

Responsible for production & delivery of prices for your allocated funds. Meeting tight deadlines & SLA timings.

Proceed monthly control procedure.

To review the update of income, expenses & taxation accruals on a daily basis.

To ensure that all needed data for NAV calculation are available and quality ensured (corporate action, pricing)

Ensure reconciliations are complete & outstanding items are investigated & cleared. Complete and review the Performance fees calculation (if applicable)

Adhere to all regulatory requirements.

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Create and maintain detail and status of any issues/events.

Keep logs of items outstanding and any manual transmissions sent. (E.g.: emails and faxes)

Maintain strong working knowledge of the various accounting policies for different fund types.

Liaise with custodians/3rd Parties etc to obtain important information required for the client

Positive Achievement:

1. Was sent to Jakarta for 3 weeks on a Short term assignment in March 2015.
2. Was promoted to as Assistant Manager after 1 year 4 months.
3. Involved In various process improvement projects that managed to reduced the TAT
4. Received a Value Champion Award in 2017.
5. Have NIL resignation to date

ROYAL BANK OF CANADA (RBC) Investor Services

May 2012 - October 2014

***Junior Executive
FundAccounting***

Key Roles : Responsible for the production of an accurate net asset value for the entire fund range. Inclusive but not limited to Hedge Funds, -, UCITS Funds.

Official Valuation can be daily, weekly, bi monthly or monthly. Effective controls and processes must be implemented & managed in order to maintain accurate records within the Funds business, business risk to be identified, managed & mitigated. All audit and regulatory requirements must be clearly satisfied and key service level agreements met. This is evidenced through the timely & accurate production & dispatch of Fund Pricing.

Have worked with Singapore, Hong Kong and Italian funds. Exposed to complex instruments such as Inflation Linked Bond, ABS/MBS bonds, complex corporate action.

Operational Duties and Service Delivery

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Teamwork

Provide relief to the team where there is staff absenteeism or annual leave.

Participate in-group discussion and suggest enhancements to your role and processes where improvement could be gained.

Support key quality and productivity initiatives

Support the identification of new technology and operational processes to effectively reduce cost, increase quality of service and ensure accuracy

Relationship Management

Build productive relationships with internal departments, and create working relationships.

Log any operational issues and give feedback on performance.

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Record out-of-SLA servicing and advise Manager for escalation

Risk Management

Ensure all procedures are documented, maintained, and adhered to.

Identify any potential claims as they occur and escalate issues to management.

Positive Achievements:

1. Voted Best Fund Accountant by Peers
2. Successfully migrated the Milan project
3. Involved in various process improvement projects

HSBC DATA PROCESSING CENTER

October 2009 - May 2012

Global Support Executive

Credit Approval & Risk Management (CARM)

Key Roles :

Credit Approval and Risk Management (CARM)

Credit and Risk is an end-to-end credit risk management Service Delivery platform for operating entities across the HSBC Group in commercial banking and personal finance business segments. The functional footprint spans across the entire Credit Risk Management value chain, starting from preparation and on-boarding of credit application in the bank's system, credit appraisal and approval followed by credit disbursement, risk monitoring, control and management.

1. Credit Appraisal & Approval

Includes all types of credit appraisal and approval functions (Scored, program based and judgemental).

2. Credit Operations

Includes credit information collation, application preparation (CARM and other systems/forms), limit loading, facility/account maintenance, facility offer letter preparation, loan processing, disbursement, credit help desk, regulatory operations (like Basel-II) and related credit operations functions.

3. Management of High Risk & Problem Exposure

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Management and reporting of high risk and problem exposure (including default) cases. Includes credit recovery function as well.

4. Credit Risk Monitoring & Control

Credit risk identification, review and control; portfolio management & reporting, credit policy, credit audit and credit analytic.

5. Key Responsibilities

1. Provide high quality professional and courteous service to achieve maximum customer satisfaction
2. Be responsible for setting and maintenance of processing standards and ensuring productivity and quality standards are met.
3. Assess credit worthiness of both personal and business customers based in the UK.
4. Achieve and exceed relevant process targets in line with business objectives
5. Acquire and update knowledge on the process, procedures and products on an ongoing basis
6. Support achievement of team objectives
7. Exhibit ownership of the business
8. Contribute to the creation of a supportive work environment driven by people centric values
9. Delight external customers by providing excellent service to Relationship Managers/Assistant Relationship Managers.
10. Produce MI as required
11. Familiar with IMEX system, CARM system, HUB & LEM system, IBM Lotus Notes & sametime.

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REFERENCE

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AMIR FAKHRI

ASSISTANT MANAGER

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