

Hedayaty Binte Mohamad Amin

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EDUCATION

Singapore Institute of Management/ SUNY- University at Buffalo

Bachelor of Arts in Sociology

Singapore

June 2015

- **GPA:** 3.707/4.000
- **Honours:** Magna Cum Laude

WORK & LEADERSHIP EXPERIENCE

JPMorgan Chase & Co

Compliance and Documentation Analyst, Operations

Singapore

April 2016 to Present

Successfully analyse over 200 clientele for Know Your Customer (KYC) review by identifying appropriate salespersons and evaluating the prospects of existing clients.

- Know Your Customer Owners (KYCO) Identification
 - Led team to identify KYCO from 4 regions (APAC, EMEA, WHEM, LATAM) through product and revenue analysis to facilitate the KYC process in remediating existing clients.
 - Transferring more than 50 clients to other regions to ease KYC casework by having the salesperson located within the same region as the client.

Product Confirmation for existing clients

- Analyse each client's profile to understand, if existing products are still relevant, which improves the efficiency of the KYC process by 80%.
- Liaise with KYCO from over 15 countries to understand if there is an on-going relationship with the clients to ensure resources and attention are channelled appropriately.
- Collection of Documents
 - Point of Contact in APAC and EMEA to receive and centrally store client documents, sent by Sales Team, with the purpose to safeguard client's confidentiality and integrity of the organization.
 - Collected over 10 different types of documents and maintain an inventory to ensure documents are tracked and to speed the retrieval process.
- Additional Duties
 - Chair and facilitate meetings between teams (back & front office), 2 times a week, to ensure mutual understanding of project's objectives
 - Generate Management Information System (MIS) reports for Stakeholders to understand progress of projects on a weekly basis
 - Provide mentorship to interns from local institutions

Central Provident Fund Board (CPF)

Administrative Officer, Minimum Sum Scheme Office

Singapore

January 2012 to February 2012

- Efficiently and successfully computed more than 500 client's ID into internal system to keep the client's information updated
- Organized more than 1000 hardcopy documents in chronological manner for storage and safekeeping.

Phi-Beta Kappa Society

Member

Singapore/United States

- Recognized for academic excellence to be in top 10% of the Liberal Arts degree cohort
- Demonstrated good moral character

SKILLS, ACTIVITIES & INTERESTS

Language: Fluent in English and Malay; Conversational Proficiency in Indonesian

Technical Skills: MS Suite (i.e. Excel- 'vlookup', formulas, Pivot table, Access, SharePoint)

Activities: Young Adult Leader (YAL)- Girl Guides

Interests: Passionate about reading all types of book and enthusiastic about outdoor activities (i.e. hiking, jogging)