

Objectives

An assistant manager with more than five years' experience in the banking and finance industry as well as the procurement industry. Skilled in building relationships with multi-national clients as well as on-boarding these clients. Analytical problem solver; able to assess the requirements of the growing companies as well as finding the best and most innovative solutions to meet the needs of these companies.

Extensive international experience, with a deep understanding of diverse cultural and business practices. Skilled in building strong, value-adding relationships with multi-national companies. Fluent in written and spoken Cantonese as well as Mandarin.

A strong communicator, I have built up the experience in leading a team as well as leading the revamping of the various departments in my previous work and internship stints. Strong organisational skills have also been developed via the various events organised both in school days as well as in a voluntary capacity.

Skills

• Customer Service & Purchasing	• Project & Product Development
• Solutions Building & Creative Problem Solving	• Process Development & Implementation
• Relationship Development & Maintenance	• Leadership, Training & Team Development
• Client, Supplier & Corporation Communications	• Proficient in MS Office

Experience

APS Asset Management Pte Ltd, Singapore – Client Services Manager

06/2015 – 01/2017

- Monthly reporting and communication to clients and institutional investors
- Gathering of commentaries for monthly factsheets
- Meeting clients and prospective investors with portfolio managers and analysts
- Preparation and on site coordination for annual Client Event in various locations
- Assist sales and marketing team in organizing pitch books and meeting preparations
- Send out ad-hoc communication to investors and prospects
- Preparation of GIIPS Composite on a monthly basis
- Providing fund prices on website on a timely basis
- On-boarding of new clients
- Handle subscription and redemption for clients
- Preparation and on site coordination for APS Board Meeting and Funds Board Meeting in various locations
- Coordination of meetings and arranging travel schedules

DBS Bank Limited, Singapore – Client Relationship Analyst

06/013 – 06/2015

- Educate client on the products as well as the necessary administrative procedures
- Putting my consultative skills to work by identifying and analysing client's needs to ensure high client satisfaction, growth and retention of business
- Promote good client relations
- Communicate with Cantonese and Mandarin speaking clients

- Assist corporate client with their queries and troubleshoot issues when required -Corporate Account Services and Remittances; Corporate Trade; Corporate Loans and Corporate Internet Banking
- Liaise with Hong Kong and China clients to maintain a positive relationship
- Assist in finding alternative solutions to the current issues and play a proactive role in the implementation process
- Maintain and update the database for Corporate Loans so that all staff would be kept abreast of any changes to the various products or processes

Divine Gallery Pte Ltd, Singapore – Sales Manager

01/2013 – 06/2013

- Hit a sales quota of SGD 100,000 per month
- Analyse the sales process and identify pain-points that can be improved for better client experience
- Train and develop a sales team of 5
- Improve communication between the sales department and the rest of the office
- Provide weekly and monthly sales forecast to the management
- Relationship management with prospective as well as long term clients

OANDA Asia Pacific Pte Ltd, Singapore – New Accounts Supervisor, Client Relationship Specialist

05/2011 – 12/2012

- Process accounts across 4 divisions – Asia, USA, Europe and Canada
- Analyse the process and identify pain-points that can be improved for better client experience
- Train and develop the staff with regards to account opening procedures
- Lead a team of 3 to develop the new department in Singapore
- Produce a handbook for future usage
- Communicate with Cantonese and Mandarin speaking clients
- Educate clients on the product as well as the necessary procedures
- Putting my consultative skills to work by identifying and analysing client's needs to ensure high client satisfaction, growth and retention of business
- Promote good client relations
- Assist client with administrative requests and inquiries relating to products, services and procedures
- Assist client with basic troubleshooting inquiries as well as providing alternative solutions to clients
- Communicate with Cantonese and Mandarin speaking clients

Education

RMIT University, Bachelor's Degree in Economics and Finance

GPA: 3.2/4.0

References

References will be provided when requested.