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PERSONAL TRAITS

- A strategic thinker with a keen perspective of the business environment and exemplary interpersonal, communication and analytical skills.
- Dedicated worker with a strong ability to drive client excellence.
- Highly driven, independent team player.
- Focused leader who is unfazed by new challenges and is committed to ensure unity and excellence of the team.

PROFESSIONAL EXPERIENCE

Cohen & Steers Asia Limited, Vice President

Jan 2015 – Present

Institutional Sales & Client Service

- Responsible for delivering real asset strategies to prospects and consultants
- Focused on ensuring best-in-class service for Asia ex. Japan clients
- Key lead in driving new sales efforts in South East Asia
- Highly skilled in effective client communication, understanding their pain points and putting together best fit solutions

Achievements:

- Led inaugural RFP deal for prominent Singapore institution
- Played important role in winning a landmark deal from one of Asia's top pension funds
- Garnered additional top-up allocation from existing client through excellent investment performance and best-in-class client service

BNY Mellon, Vice President

Apr 2011 – Dec 2014

Head of Client Service, Greater China

June 2013 – Dec 2014

- Led a team of over ten client service managers in China, Hong Kong and Taiwan
- Focused on driving client excellence in the Greater China region amongst asset owners and global fund managers
- Effectively localized client servicing function for Hong Kong clients
- Responsible for driving organic growth, connecting the dots and delivering the firm in its entirety

Achievements:

- Maintained double digit growth for fiscal year 2013
- Built brand awareness by presenting the bank's custody solutions at the BNY Mellon Asset Servicing Seminar, attended by over 60 prospects and clients
- Strengthened client coverage model through localization of client service function in Hong Kong.
- Pivotal in implementing new products and services, such as Deutsche Bank Harvest ETF which is the first of its kind in the market
- Effectuated a tremendous improvement in a key client relationship and was lauded for the dedication and willingness to go the extra mile for the client

Business & Client Solutions

Apr 2011 – May 2013

- Led sales deals and ran RFP process for prominent global fund managers and asset owners
- Responsible for client on-boarding and implementation in Greater China
- Hosted client delegations & prospects in Hong Kong to inculcate a deeper understanding of the BNY Mellon business

Achievements:

- Spearheaded a sales deal where BNY Mellon was mandated despite being priced 30% higher than competition
- Successfully implemented two government entities in the region
- Successfully delivered exponential growth in assets under custody for a platinum client through multi-business solution offering and exceptional client service

JP Morgan Chase Bank (JPM), Asst Vice President Accounting Manager (Worldwide Securities Services) <ul style="list-style-type: none"> • Skilled in presenting JPM Accounting Services material to clients • Successfully played the role of a single point of contact for North Asia clients by analyzing client requirements and implementing client solutions Achievements: <ul style="list-style-type: none"> • Successfully took on a highly reputable pension service client • Played pivotal roles in client education and sharing best practices knowledge 	Jul 2010 – Mar 2011
Bank of New York Mellon, Vice President (APAC Fund Services) Team Manager (Singapore NAV Team) <ul style="list-style-type: none"> • Led a team of 11 that services a local client with Daily NAV and Monthly Valuation reporting • Communicated closely with clients to ensure optimal client satisfaction 	May 2005 – Jun 2010 Aug 2009 – Jun 2010
Team Manager (China Team) <ul style="list-style-type: none"> • Led a team of 5 that services Chinese clients as a Global Custodian • Liaised directly with Chinese clients to ensure that the terms of the Memorandum of Operations are fulfilled • Skilled in customizing Chinese language reports in accordance to clients' requirements Achievements: <ul style="list-style-type: none"> • Launched the first Chinese Qualified Domestic Institutional Investor (QDII) fund in September 2007 • Successfully took on a highly reputable sovereign wealth client • Selected for the 2009 APAC Mentoring Programme 	Sep 2007 – Jun 2010
Senior Investment Accountant (Project Team) <ul style="list-style-type: none"> • Rolled out the bank's inaugural IAS39 compliant accounting reports • Extensive involvement in troubleshooting of glitches in accounting system and inaccuracies of valuation figures • Developed test plans for new client conversion project to take on assets from the incumbent custodian unto the bank's accounting platform Achievements: <ul style="list-style-type: none"> • Awarded 3 months Performance Bonus in year 2006, which is given to the highest performing bracket of the department • Successfully managed a client conversion from its incumbent custodian 	Feb 2007 – Nov 2007
Business Analyst (Acting) <ul style="list-style-type: none"> • Developed a best-fit business plan based on client's requirements and accounting system's limitations • Conducted detailed User Acceptance Testing to ensure accurate valuation reports 	Oct 2006 – Jan 2007
Senior Investment Accountant (Deputy Team Leader) <ul style="list-style-type: none"> • In charge of training and nurturing of junior and newly recruited staff • Liaised extensively with in-house relationship managers and client services to ensure that the Service Level Agreements with respective clients are fulfilled Achievements: <ul style="list-style-type: none"> • Promoted within first year of service • Awarded a "Special Incentive Bonus" in year 2005, which was only awarded to 5% of the entire department 	Jun 2006 – Oct 2006
Investment Accountant (Acting Team Leader) <ul style="list-style-type: none"> • Led a team of 8 that provides daily net asset valuations (NAV) for clients' reporting purposes • In charge of validating team's valuation statements to ensure accurate and timely NAV reporting. • Corresponded with fund managers and clients to resolve any reporting issues. 	Nov 2005 – Mar 2006
Investment Accountant (Team Member) <ul style="list-style-type: none"> • Responsible for reconciling clients' portfolio valuation reports • Disciplined in securities trading such as bonds, equities, derivatives, asset backed securities and corporate actions. 	May 2005 – Jun 2006

EDUCATION

Singapore Management University (SMU)	2001-2005
<ul style="list-style-type: none">• Bachelor of Business Management with a major in Finance• Achieved a cumulative Grade Point Average of 3.26/4• Graduated with High Merit honours	
University of New South Wales, Australia	Jul - Dec 2003
<ul style="list-style-type: none">• International Student Exchange Program	
Saint Andrews' Junior College (SAJC)	1999 – 2000
<ul style="list-style-type: none">• GCE 'A' Levels (Commerce Stream)	
Singapore Chinese Girls' School (SCGS)	1995 – 1998
<ul style="list-style-type: none">• GCE 'O' level certificate	

EXTRA CURRICULAR ACTIVITIES/ ACHIEVEMENTS
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SMU	Dec 2003 – Feb 2004
<ul style="list-style-type: none">• Member of the University's Basketball Team	
SAJC	Jan 1999 – Aug 2000
Vice captain of the Basketball Team	
<ul style="list-style-type: none">• Co-led the basketball team to the finals of the National Schools Basketball Championship 'A' Division• Praised for being a focused leader with great determination	

COMPUTER/LANGUAGE SKILLS

- Well-versed in Microsoft Word, Excel & PowerPoint
- Proficient in handling research databases such as Bloomberg, Lexis Nexis and Dun & Bradstreet
- Fluent in both spoken and written English and Mandarin. Conversant in Cantonese.