

Jeremy LU
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ACADEMIC QUALIFICATIONS

Singapore Management University (SMU),
Lee Kong Chian School of Business
Master of Business Administration, Class of 2012

National University of Singapore (NUS),
School of Design and Environment
Bachelor of Science – Building, Class of 2006

WORK EXPERIENCE

Citco Fund Services (Singapore) Ptd Ltd, Nov 2014 – Present **Supervisor**

- Supervisor in a team of 12
- Review procedures and recommend solutions in order to improve efficiencies
- Processed all global corporate actions for all Citco clients
- Acts as a point of escalation for the corporate actions team
- Gained product knowledge in Domestic, Global and OTC security markets, Fixed Income and Derivatives
- Involved in the client onboarding process and resolving of any onboarding issues
- Worked closely with Investment Managers in resolving issues in a timely fashion
- Worked closely with the Citco integration team to resolve any trade file issues
- Ensure accuracy in the trade processing and reconciliations processes
- Review reconciliations and release them to clients
- Monitor compliance of various SLA agreements with the client/ other offices
- Worked closely with the NAV team to ensure PnL accuracy
- Act as liaison between the client/ other regional offices

Asset Services/Corporate Actions Operations, Bank of America Merrill Lynch **Senior Specialist, Nov 2007 – Nov 2014**

- Promoted to Supervisor in a team of 11
- Conducted 1 to 1 sessions with team members for any feedback
- Achieved management's target of reducing dividend claims exposure of USD 15 mil to USD 1 mil in 2 months
- Led team to 1st place in ISF (Equity Finance/Securities Lending) Survey for dividend payments through effective communication with counterparties
- Won 2 gold and 1 silver awards for contribution to training and excellent team performance
- Processed all corporate actions across APAC market for brokerage clients/traders/stock loan counterparties
- Resolve client queries related to corporate actions, client static data and reporting
- Set up conference calls with clients to receive feedback on service levels in order to provide a high level of client service
- Attended Ops Risk trainings
- Worked closely with Ops Risk team on reviewing corporate actions flow
- Interacted with Compliance and Legal team on potential compliance issues with regards to corporate actions
- Completed numerous projects on risk management, efficiency, people and client service
- Participated in numerous UATs to improve process flows
- Acts as a point of escalation for the team

Oversea-Chinese Banking Corporation, Jun 2006 – Jun 2007 **Mortgage Specialist**

- Coordinated networking events with real estate agents to increase referral base
- Received compliments and positive feedback from customers on excellent service
- Achieved sales targets consistently

CO - CURRICULAR ACTIVITIES

Head of Residents' Block, NUS Eusoff Hall Management Committee, 2003 - 2004

- Organized events to promote camaraderie among 100 residents
- Coordinated and conducted trainings which helped in winning the Inter-Block Games
- Managed conflicts among residents from diverse nationalities to promote harmony

Logistics Head, NUS Eusoff Sports Management Committee, 2003 - 2004

- Monitored logistics duties to provide a high level of support to the various sports teams
- Responsible for maintenance and loan of sports equipment

NUS Rugby, 2002 - 2005

- Captained the Faculty team to 2nd place in the Inter-Faculty Games 2002
- Member of Inter-Varsity Rugby Champions team in 2003 and 2005
- Recipient of the NUS Sports Team of the Year Award

SKILLS

Certification

Capital Markets and Financial Advisory Services Exam (CMFAS)

- Module 5, 8, 9, CHI

Language

- Excellent command of spoken and written English
- Excellent command of spoken and written Mandarin

Computer

- MS Word
- MS Excel
- MS PowerPoint