

## Wong Man Kit, Kay

E-mail: [wongmankit1982@gmail.com](mailto:wongmankit1982@gmail.com)  
Availability: 10 days notice  
Last Salary: \$38k  
Expected Salary: \$44k

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### Working Experience:

#### Supervisor, Investor Services

**Brown Brothers Harriman & Co**

**July 2017 - Current**

Natures: Client servicing, TA, staff supervision, project management

#### Duties:

- Provided a wide range of investor services to both clients and their investors across APAC
- Overseeing the processing / validation of all inquiries within agreed internal and external Service Level Agreements
- Assisting in team resource allocation and FTE projection
- Minimizing overtime and implementing additional efficiencies gain project
- Partner across the team and with centralized back-office functions, including offshore locations to ensure the end-to-end process is completed appropriately
- Production of investor level and client level reporting
- Managing and building business relationships with internal and external stakeholders
- Staff supervision and team management

#### Operations Professional (Professional Exempt)

**J.P. Morgan Asset Management, Operations**

**Oct 2011 – Apr 2017**

Natures: Asset management, operations, client servicing, large scale business initiatives and projects

#### Duties:

##### BAU

- Serving as the liaison for internal or external clients regarding inquiries and providing support to resolve onboarding, trading or settlement problems
- Following up with production enquiries/ issues with extreme complexity
- Assist manager for resource allocation, man hour projection, formulation of plan and process improvement
- Drafting/ reviewing standard operating procedures
- Perform control of different types of daily operational activities, e.g trade management, cash management, allocation of trades, system batch jobs, clients' reporting
- Participating in corporate actions, new product roll out or termination
- Preparing statistic and reports for management reporting purpose
- Cooperating with messaging vendors & clients to onboard clients for Straight Through Processing
- Setup and maintain user developed tools for operation activities or contingency purpose
- Participating in different large scale projects

##### Projects

- Participated in large scale projects:
  - *Hong Kong-China Mutual Recognition of Funds* (new business initiative, regional, 1 year)
  - *Project Pegasus* (cross country system change, regional, 3 year)
  - *Project Jade* (departmental spin-off, regional, 1 year)
  - *Process re-engineering* (local, 0.5 year)
  - *Other efficiency gain projects* (local)

#### Trading Assistant

**HSBC Broking Services (Asia) Limited, HSBC**

**May 2006 - Apr 2010**

Natures: Trade support

#### Duties:

##### Trade support

- Trades capture to operation system (equities, derivatives, commodities, bonds, LME)
- Handling enquiries from sale team
- Performing different control and reconciliation between books / system and follow up with discrepancies
- Liaising with Sales Team, back office and prime brokers to resolve trading and settlement problems
- Ensuring the trading process and settlement process are smooth
- Trade report generation and other trading desk administrative tasks
- UAT for trading and order routing system

**Products Coverage:**

Cash Equities  
 Fixed Income  
 Futures & options  
 LME  
 Mutual Funds

**Markets Coverage:**

U.S  
 Europe (London, France, Germany, Luxemburg, etc)  
 Asia (Japan, Singapore, Philippine, Thailand, etc)  
 Hong Kong  
 China

**Skillsets:**

Users tools development (VBA & Macro)  
 Financial valuation modeling  
 Product pricing development  
 Sensitivity test, impact analysis, feasibility study  
 Workflow review and streamline  
 Resources planning & FTE projection  
 Project Management  
 Multiple Products Knowledge

**Computer skills:**

MS Office (including Visio & Project)  
 Oracle Flexcube Investor Services (FCIS)  
 Automated Workflow Distributor (AWD)  
 SAP BusinessObjects  
 Olympic Banking System  
 SWIFT  
 Reuters, Bloomberg  
 Multifonds  
 MERVA

**Personal Attributes:**

Analytical Mindset	Abstract Generalization	Sense of Responsibility
Effective Execution	Complex Problem Solving	Direct Communication
Proactive	Chemistry Builder	Visionary
Creative	Multi-tasking	Efficiency Focusing
Multiple Thinking	Hard working	Details Oriented
Logical Reasoning	Open Minded	

**Award:**

<b>Best Performer of the Year (Champion)</b>	<b>2015</b>
Investment Management Services Asia, JPMorgan Asset Management	
<b>HKSI Outstanding Achievers - Candidates of the Year (LE 12 Asset management )</b>	<b>2009</b>
HKSI	

**Education:**

Bachelor of Business Administration (Hons) in Finance	
The Hong Kong Baptist University	2002 - 2005

**Professional Examination and Qualifications:**

CFA Institute  
 - CFA Level 2 Candidacy

**Language Proficiency:**

Fluent Mandarin  
 Native Cantonese  
 Fluent speaking and good written of English

**Hobbies:**

Equities Analysis / Portfolio Management	Startup
Options trading	Law
All kinds of Sports	
Reading	