

TAN ZONG WEI WILFRED

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WORK EXPERIENCE	
HSBC, (On-boarding & Customer Due diligence Analyst) (Commercial Banking)	September 2015-Present
<ul style="list-style-type: none">• Manage client's expectations during the collection of client's information and documentation required for the completion of the CDD profile.• Manage client's information and supporting documentation required to complete the CDD profile including Financial Crime Risk Review (FCRR) and Know Your Customer (KYC).• Review and analysis information we have gathered to determine if there are any reputation risk or financial risk to the bank.• Assisting the Relationship Manager to ensure completeness of CDD information and supporting documentation before submitting the case to CDD Operations for approval and risk rating.• Act as a point of escalation for backend CDD Operations and escalate a case if necessary.• Analysis Client's account transactions during account review• Manage new and existing corporate client's account opening, ensuring they are in compliance with the bank policy.• Manage client on-boarding experience, expectations and communication.	
Red Dot Brew house, (Service Crew)	June 2014 – October 2015
<ul style="list-style-type: none">• Liaise with customers on a daily basis to ensure 100% customer satisfaction.• Managing Customers expectation• Handled general enquires from customers to give them knowledge on the brewery.• Co-managed events hosted in Red Dot brew house with the event managers to ensure event success and customer satisfaction bringing repeat return.	
Building and Construction Authority, (Administrator)	March-May 2011
<ul style="list-style-type: none">• Troubleshoot beta program launched by the organisation by inputting large orders to ensure program stability and finding faults with the program for improvement to be made.• Supervised the quality check process for expiring products and materials.• Organised sample materials that needed to be approved for shipping.• Initiated a program to warn and remind the supervisor of expiring products to ensure contractors send their materials to send for quality test.• Effectively organised company information and data so that it may be used in a systematic manner.	
EDUCATION	
University of Birmingham	July 2013- November 2015
<ul style="list-style-type: none">• Bachelor of Science in Business Management• 2nd Class Honours• Date of Graduation: November 2015	

Date of availability		1 month notice	
Expected Salary		\$3500 (Negotiable)	
Referee contacts:			
Name:	Position:	Organisation:	Contact number:
Gena Tan	Senior Vice-president (Relationship Manager)	HSBC	97669210
Gwen Ang	Assistant Vice-president (Team Leader)	HSBC	83833248