

# Low Shu Lian, Joan

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## Work Experience

Citibank N.A (Singapore)

**Fund Accounting Supervisor,**

**Nov 2015 – Present**

- Provide oversight support to offshore operational staff on daily production in security pricing, Corporate Actions entitlement, Security Master Coding and Foreign Exchange rate maintenance.
- Lead identification of potential service breakdown in daily production and highlight issue for remedial action to mitigate risk of service disruption.
- Lead development of process/system improvements and operation investigation on data feeds issues or outages in conjunction with external service providers, e.g. Bloomberg or internal service providers (e.g. Technology Department).
- Lead new business implementation in terms of building production process for pricing, Corporate Actions processing and security coding.
- Lead client service review and audit review by ensuring key service indicator is met and operational controls are in place.
- Provide monthly MIS reporting status for management.

Deloitte & Touche Enterprise Risk Services

**Risk Consultant,**

**Aug 2015 – Nov 2015**

- Perform internal audit in accordance with IIA' International Standards for the Professional Practice of Internal Auditing.
- Review client acceptance and ongoing monitoring due diligence in compliance with the regulatory requirements such as reporting of suspicious transactions, anti-money laundering, and countering the financing of terrorism.
- Perform internal controls review and testing for compliance related processes to identify and monitor company's ongoing compliance with internal policies, client and Monetary Authority of Singapore ("MAS") requirements as stipulated in the regulations and guidelines.
- Identify control deficiencies, provide recommendations for enhancement of controls in compliance area, and assisted clients to attain higher levels of assurance over internal controls.
- Utilize Qlikview to create dashboard for monthly MIS reporting.

UBS AG (Singapore)

**Client Reporting Specialist,**

**Apr 2014 – Aug 2015**

- Production of reports for a certain segment of our accounts base, including agreed client specific tailoring, for monthly, quarterly and ad-hoc global reporting.
- Work with the team leader to maximize the automation potential of the internal client reporting system for efficient workflow and production.
- Maintain up to date awareness and understanding of regional client requirements.
- Assist with compilation of monthly performance data.
- Calculation of client portfolios and investment funds performance returns as well as distribution of this data within the business.
- Provide monthly MIS reporting status for management.
- Work in close conjunction with the central reporting and performance hub, as well as acting as a contact and coordination point for regionally based Client Relationship Managers, Investment Management & Research and other internal teams.

Citibank N.A (Singapore)

**Sec Processing Intermed Analyst,**

**Apr 2011 – Apr 2014**

- Contribute to successful service delivery to internal stakeholders in generation of daily Net Asset Valuation reporting for Fund Administration clients by meeting Pricing & Data Master performance service levels.
- Lead and manage a team of 6 operational staff and provide technical support on daily production in security pricing, Corporate Actions entitlement and security setup.
- Proactively identify and pre-empt potential service breakdown and report to management for discussion of remedial actions.
- Review and provide acceptance sign-off to corrective action on system outages with internal and external service providers e.g. Bloomberg and gaps in price and data feeds to ensure quality of daily production are maintained.
- Facilitate new client on-boarding by coordinating and analyzing price source; liaise with fund accountants and vendors for price coverage check and reliability of new price source.
- Participate in service review and audit review by ensuring operational controls are in place.
- Streamline current processes by automating price check which reduce pricing error and processing time.

Munich Re (Singapore)

**Account Administrator,**

**Sep 2010 – Apr 2011**

- Coordinate and support Home Office and local reporting.
- Monitor and control the reconciliation of GL accounts as assigned and follow up outstanding items internally or upon request.
- Book and maintain up to date and accurate records of financial and managerial accounting in relevant line of action.
- Perform Daily Bank reconciliation and Monthly Reconciliation for Daily cash flow monitoring, financial accounting and money market.
- Manage receivables and payables arising from business transactions with assigned clients.
- Follow up/ support the preparation of reports for all Branch investment according to guidelines and instructions.
- Perform financial transactions for investment (Bonds), update security prices and prepare Monthly Investment Reports to Head Office.

Development Bank of Singapore

**Bank Executive,**

**Feb 2006 – Sep 2010**

MIS Support Role:

- Involve in 2010 and 2011 Budget Planning for Credit Operations.
- Prepare Monthly financial pack, cost variance analysis and accrual.
- Perform Monthly Headcount Projection and Fixed Assets review.
- Reconciliation of Monthly General Ledger for Accrued Expenses.
- Liaise with the vendors for any cost discrepancies.
- Prepare/consolidate other financial related reporting for analysis.
- Provide Management Weekly updates on Operations.
- Consolidate Monthly Key Risk Indicators (KRI) from respective Operation teams to Group Risk.

#### Secured Loan Operations Role:

- Perform the role as a checker to ensure that process is in compliance with the agreed procedures.
- Review and improve the credit operation process.
- Perform financial transactions for Account Receivables and Monthly General Ledger Reconciliation for Account Receivable (Insurance premiums).
- Liaise with assigned insurer on any amendment of insurance records when required and with other departments on collection of Insurance payments.

## Skills

### Technical Skills

MS Office	MS Excel (Advanced)	MS Powerpoint	MS Visio	Query Builder	QlikView
SQL Query	Multifonds	RIMES	Bloomberg	Reuters	Interactive Data (IDC)

## Education

### **Bachelor of Commerce (Professional Accounting)**

**2008 - 2010**

Murdoch University (Perth Australia), Singapore

### **Diploma in Business Process & System Engineering**

**2002 - 2005**

Temasek Engineering School, Temasek Polytechnic