

### **Career Focus**

Flexible and versatile personnel with broad-based background in a highly competitive and dynamic organization. Recognized as reliable and dependable excellent team player

### **Summary of Skills**

- Analytical
- Strong problem solving ability
- Focused on customer satisfaction

### **Professional Experience**

#### **DBS Trustee Limited - Private Trust**

July 2015 - Apr 2017

#### **Business Management Support Manager - AVP**

- To oversee a team of 3 in the Business Management Support team for Private Trust business in relation to AML/CFT regulatory requirements, projects and day to day administrative work.
- To oversee and ensure proper implementation and compliance of policies and procedures (including AML/CFT requirements, FATCA/CRS, key operating procedures and internal control procedures) by the Private Trust Administrators in their day-to-day administration of the private trusts and investment companies.
- To review and ensure consistency and accuracy in the KYC reviews for on-boarding and ongoing periodic reviews, such as on-boarding documentation, periodic trust/CDD reviews, administration documentation.
- To monitor and track that all risk and compliance issues and audit points are resolved and completed on a timely basis.
- To identify areas for improvement and implement solutions to increase efficiencies within the Private Trust team.

#### **Bank of America Merrill Lynch**

March 2008 - March 2015

#### **Sales Assistant FICC Fixed Income Desk - Associate**

- Function as main contact liaison for Front, Middle and Back Office on implementation of process improvements and facilitation of communication.
- Focal point for project support, acting as subject matter expert or reviewer.
- Main point of contact for all Front Office escalations; Front Office related issues and incidents.
- Coordinates issue resolution across Front to Back functions.
- Book and ensure trades executed by sales are correctly captured in risk management systems.
- Attend to ad-hoc queries and requests from sales and clients; for example providing pricing for clients.
- Liaise with various teams globally such as Trader Assistant, Trade Support, Sales Support, Client On-boarding, Confirmation, Settlement and Technology to address relevant issues.
- Facilitate new account opening to ensure they meet the KYC, AML and regulatory requirement.
- Coordinate and liaise with relevant teams to ensure prompt follow up on any documentation discrepancies.
- Ensure data integrity and management reporting of sales production is accurate, insightful and timely.

**Standard Chartered Bank  
Service Quality Manager (Asst)**

June 2007 - February 2008

- Managing local programme of internal Voice of Customer (service reviews and production satisfaction surveys), following the Wholesale Bank Group process.
- Reporting VoC results and action plans to Central Client Service Group for consolidation and identification of global themes and also leveraging on the VoC process to understand clients' needs and identifying opportunities for improvements in service, product solutions and optimizing channel usage.
- Implementing complaint management processes (and systems) to ensure smooth running and encourage utilization in-country.
- Act as liaison of ongoing enhancements to processes and systems and identify common themes in complaints and highlight to relevant parties as opportunities for improvements.
- Obtain regular complaints / enquiry resolution feedback and ensure an effective service recovery process which includes complaint handling and appropriate empowerment for staff to act quickly when necessary.

**Citigroup  
Control Officer (Contract)**

November 2006 - April 2007

- Reconciliation of daily and monthly system reports to relevant department
- Ensure clientele portfolio record is up to date and revert should there be any discrepancies to the Appointed Relationship Manager
- Preparation of audit confirmation for clientele upon request

**HSBC  
Call Center Agent (Contract)**

July 2005 - February 2006

- Attending incoming calls on a timely manner & meeting it's SLA
- Responsible to work closely with Service Delivery team on incoming/existing cases and to improve work process
- Following up on cases with personal in concern

**Singapore Armed Forces  
Non-Commissioned Officer (Project Management Team)**

November 1997 - May 2004

- Point of contact to all project members (local or overseas) and established effective communications and work processes for all project related matters
- Provide resolutions to problems pertaining to all project related matters
- Quality assurance of all project requirements and deliverables are in accordance to the project plan
- Developed strong analytical skills and is meticulous through submission of detailed trial reports to aid senior management to reach informed decisions
- Co-managed a team of 5 technicians in the Project Management team; is instrumental in appraising subordinates' performance and managing welfare matters

**EDUCATION**

University of London  
Bsc in Banking and Finance

Graduated in Aug 2006

Ngee Ann Polytechnic  
Diploma in Electronics & Computer Engineering

Graduated in Nov 1997

Chung Cheng High School (Branch)  
GCE 'O' Level

Graduated in 1993

**PROFESSIONAL CERTIFICATION**

CMFAS Module 1A

**APPLICATION**

Bloomberg