

Shangiri D/O Subramaniam

Share Registration Officer 3



Share registration officer with nearly 3 years of experience, specialising in servicing listed clients. A driven and responsible individual, never to shy away from new responsibilities. Long term career goal is to assume responsibility of a team of my own.

Experience

2014 Oct – Present **Share Registration Officer 3**

Boardroom Corporate & Advisory Services Pte. Ltd.

Key Responsibilities

- ♦ Verify that internal operations comply with Standard Operating Procedures(SOP) and checklists
- ♦ Scrutinizing and investigating potential areas of non-compliance and escalating to higher management
- ♦ Ensure listed companies' compliance to statutory and regulatory obligations such as the Companies Act, SGX Rules and SGX Regulations
- ♦ Perform Know Your Client (KYC) reviews for potential clients and routine reviews for existing clients
- ♦ Responsible for reviewing and updating SOPs regularly to improve results to clients
- ♦ Verification of Corporate Account Holders' Tax Declaration Forms for Distributions
- ♦ Develop in-depth knowledge of clients and their respective industries to achieve client retention
- ♦ Processing of Corporate actions for listed companies
- ♦ Validation of US W Forms to ensure compliance to Foreign Account Tax Compliance Act (FATCA) for US based REIT
- ♦ Ensure the smooth and effective conduct of General Meetings of publicly listed clients
- ♦ Provide high level of client service by communicating and servicing clients proactively
- ♦ Utilizing Salesforce platform to create profiles for new clientele and updating existing clients
- ♦ Attend to stakeholders' queries/complaints and ensure that potential conflicts of interests are dealt with, in a timely and professional manner
- ♦ Ensure new hires are equipped with necessary knowledge by conducting in-depth training and hands on experience
- ♦ Sound knowledge of operational processes to aid in audit reviews with clients' auditors

Key Achievements and Deliverables

- ♦ Wrote SOP for Meeting Preparations and Registration and Polling
- ♦ Achieved 100% error free processing meetings during April and October 2016 meeting seasons
- ♦ Close to 40 clients under direct portfolio
- ♦ Promoting a compliance culture within team
- ♦ Promoted to Supervisor position within 2 years of service

2014 Sept – Oct **Pricing/ Operations Intern**

Lazada SG

Key Responsibilities

- ♦ Generated daily reports via Excel and in-house IT system to higher management
- ♦ Identified potential problems that might be faced during delivery of the items to customers by delivery agent
- ♦ Daily updating and tracking of deliveries via OMS
- ♦ Actively communicated with overseas support team via Skype regarding issue faces and improvements
- ♦ Worked under fast paced and high stress environment

2013 July – Sept **Assistant Engineering Officer**

Singapore Telecommunications Ltd

Key Responsibilities

- ♦ Worked on the installations all-fibre ultra-high-speed broadband fibre optics
- ♦ Analysed KIV B-series orders via excel spreadsheets
- ♦ Generated access letters to clients, with subsequent follow up to finalize appointments
- ♦ Utilized SAP- Impact to create service orders/entries for project budget allocation and payment to contractors
- ♦ Investigated and escalated customer complaints and perform front-line analysis and intervention when appropriate
- ♦ Utilized GTEC- NetViewer to generate plan-map of fibre optic project

Personal Data

Address

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S(730797)

Phone

+65-9687 9080

Email

Shangiri.sbm@gmail.com

Date of Birth

9 March 1989

Nationality

Singaporean

Key Skills

Self-motivated team player

Clear and concise communicator

Strong work ethic

Innovative

Public speaking

Dedicated to completing tasks with excellence

Technical Skills

MS office 2010

Salesforce platform

SAP

MYOB

Certifications

ICDL Advanced Excel 2013

Languages

English

Tamil

Other interests

Avid supporter of fund raising activities

Participated in walkathons and runs that promote awareness

Hobbies and sports such as swimming, netball and jogging

2012 July – **Administration and Accounts Executive**

Sept Excel League Private Limited

2011 June – **Key Responsibilities**

- Aug
- Generated Purchase orders and issued invoices
 - Utilized MYOB software
 - Conducted research on Vietnamese students seeking education in Singapore and formulated recommendations and reports based on the research
 - Performed administration duties and handled parent teacher queries
 - Took initiative and supported the company to ensure a smooth transition between management

2008 Jan – **Contract Relief Teacher**

2009 Oct Ministry of Education

Key Responsibilities

- Taught Primary school levels English, Math and Science

2007 Dec – **Customer Service Officer**

Dec Central Provident Fund

Key Responsibilities

- Front Line and Call Centre department to attend to customer inquiries
- Required to attend to wide range of customers and communicated in both English and Tamil

Education

	QUALIFICATION	INSTITUTION
2010 – 2014	Bachelor of Arts (Hons) in Economics Second Upper Class Honours	University of London
2006 – 2007	GCE ‘A’ Level Certification	Innova Junior College
2002 – 2005	GCE ‘O’ Level Certification	Riverside Secondary School
1996 – 2001	PSLE Certification	Si Ling Primary School

Extra-Curricular Activities

Secretary of the Indian Cultural Club (ICC)

Singapore Institute of Management (SIM)

Roles and Responsibilities

- Recorded and budgeted for the club’s finances
- Liaised with SIM’s student council to negotiate about club funds
- Presented proposal for club’s activities
- Organized nationwide ‘Treasure Hunt’ for over 60 participants

Head Project Manager, ‘Navyaata’ for International Student Night (ISN)

- Led a team of 5 in in ICC’s fashion show, ‘Navyataa’
- Conducted recruitment drive for student models
- Collaborated with SIM Vietnamese Community Club to present a well-rounded show

School Prefect

Riverside Secondary School

- Served as a liaison between teachers and students
- Worked with the school community to ensure smooth operations
- Organize activities and presentations
- Conduct tours of the school for prospective parents and guests

Achievements & Awards

Gold and Silver awards in Singapore Youth Festival (SYF)

Performed in 2005 Chingay Parade

Winner of SINGA courtesy award