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| Name: **Low Hwee Min Jessica**  NRIC No.: S8531064Z (Singaporean)  Date of Birth: 20 Sep 1985  Address: Blk 764 Woodlands Circle  #05-318 Singapore 730764  Contact No.: 91391485, 63144075 |
| Email: arsenalgooner85@yahoo.com.sg |

**Current Role:**

**Citco Fund Services – July 2016 to Current**

**Supervisor, Middle Office**

**Key Responsibilities:**

* **Client Management**
* Attend client monthly calls on client’s new initiatives, feedbacks on the service and daily deliverables; prepare executive summary reports for client meetings
* Follow up on client requests with internal departments and ensure operation readiness
* Attend to client daily queries

* **Daily trade reconciliation for Hedge fund client**
* Work with client and their Prime Brokers on daily trade reconciliation breaks
* Ensure trade files from client are successfully processed daily
* Work with internal teams such as Corporate Action / Master data on trade exceptions
* Perform month end sign off for Hedge fund client on trade position and cash
* **Employee Management, Risk & Process Controls, Resource planning**
* Daily task planning for team of 10
* Prepare crossing training / new projects planning
* Ensure daily and monthly deliverables are completed within agreed client SLA
* Manage escalation on IT issues and trade data delays

**Previous working experiences:**

**Setclear Pte Ltd – CLSA May 2010 to June 2016**

**Manager, Asset Services**

**Key Responsibilities:**

* **Employee Management, Risk & Process Controls, Resource planning**
* Set goals and development plans for staff
* Gives monthly one to one feedback sessions
* Review department KRI and implement control measures to the operation processes
* Review MIS and headcount allocation metrics for projects and BAU
* Ensure regular review of department procedures
* **Project Management**

Participate in new business initiatives / products; being the subject matter expert

* System change
  + Manage and ensure timelines are closely met
  + Review system flaws and flag for control change
  + Worked with Finance team on ledger postings
  + Train the whole department on the new processes
  + See through the change implementation and come up with risk control measures
  + Review and completed major haul on procedures
* System Assessment
  + Key lead in the enhancement of current SBL system and come up with new business requirements in line with the new product offering
  + Key lead in the corporate action enhancement project on automation of CA processing
  + Plan resource and guide staff on their involvement in areas such as testing and business requirement process
* New Product Management
  + Assess current BAU capability and come up with gaps analysis
  + Follow through system setups and ledger posting requirements
  + Worked with Market Risks, finance and control team on the workflow
  + Review internal resource and do up with FTE metrics
  + Conduct training for staff on new processes
* **Security lending and borrowing**
* Participate in the reviews of the GMLSA signed up with lenders & borrowers
* Manages the on-boarding of new lender & borrowers
* Ensure the booking and settlement of stock borrow and lending transactions daily
* Collateral Management – Check and Approves collateral movements to external parties; forecast and ensure sufficient funding of such movements on holidays
* Manage portfolio exposures - Mark to market review
* Review and approve stamp duty payment associated to SBL for HK market
* Manage and approve Corporate Action and SBL cost claims for transactions
* Verify and handle monthly billings of SBL transactions
* Handles audit / regulatory related reviews and queries
* **Asset Servicing & Custody**
* Oversee and manage claims arising from corporate action due to failed transactions or facilitation activities
* Servicing Equity-linked notes corporate action activities
* Approving and review client portfolio transfer requests
* Ensure transfer policy adheres to internal compliance standards and guidelines
* Check and Approve Corporate Action Processing – Mandatory and Voluntary Events
* Verify and approve billing of client’s custody fees
* Manages client queries on their assets with the company

**Securities Settlements**

* Good market knowledge on Asia Pacific, Euclid, EMEA , North America and Middle-East markets
  + Constantly keep up with market developments and industry challenges
  + Implement and coordinate changes to processes in response to changing business and market requirements and regulations
* Drive and lead in major projects such as integration to the new systems and market initiatives
  + Review timeline set by project committee and draw up resource plan
  + Ensure key tasks are completed ahead of deadline
  + Ensure resources available to meet timeline set by the change team
  + Precise and sharp in picking up issues, and done impact analyses on the issues
  + Work on streamlining new processes with other departments and key stakeholders
  + Provide training to team members on the new business process and system enhancement and plan for implementation of the new business change
* Client focus -
  + Effective communicator – work with internal departments to resolve issues and achieve client satisfaction
* Done management reporting
  + Analysis of operation risks and the impact on regulatory requirement
  + Done costs and effects analysis on business change proposals

**Kim Eng Securities – Jan 2010 to May 2010**

**Operations Officer – Custody and Nominees**

Team leader of the custody and nominees department reporting to the Senior Vice President

* Supervises the staff in their daily work
* Provides training to staff
* Plans for coverage when staff is away or on leave
* Handles client complaints if any

Job specific:

* + Nominees
* Review corporate act related events for staff processing
* Approve all corporate actions processing e.g. cash / stock dividends, stock splits, M&A etc
* Answer corporate action related queries from both external and internal client
  + Custody
* Facilitates and approve inter-client securities transfer
* Process all security movements in and out of custody
* Advise client on the procedures and requirements physical deposition of share certificates

**The Bank of New York Mellon – Jan 2008 to December 2009**

**Operations Analyst – Global Custody, Asia Settlements**

**(A) Legacy – Bank of New York**

* + Primarily handles Hong Kong, China - Shenzhen and Shanghai Markets, Vietnam, South Korea, Taiwan, Indonesia, Bangladesh and Thailand markets
* Handle both market and off market trades;
* Physical securities
* Fixed income securities
* Security lending trades

* + Daily duties includes
* Trades monitoring – Advise on problem trades – pre-matching / matching
* Handles cash related entries (FX)
* Ensure trade settlement
* Fail trades monitoring - send chasers
* Liaising and managing with the sub-custodians
* Ensure that Sub-custodian reporting are prompt and accurate
* Ensure that all reports are properly updated
* Answer queries from both external and internal client
* Resolve asset and cash breaks
* Work on improving procedures / workflow and projects assigned (system feedbacks)

**(B) Legacy – Mellon**

Part of the pioneer team that takes on the settlement and cash processing of the Legacy Mellon due to merger of Asia operations

* + Primarily handles South Korea, Taiwan, Indonesia, Bangladesh and Thailand markets
* Handle cash and securities related queries
* Resolve FX issues for restricted currencies such as KRW, TWD, THB AND IDR
* Handle write off of cash and/or securities request
* Advise client of tax related to their security sale
* Resolve cash and asset break
* Liaising and managing with the sub-custodians

Professional Certification:

* CFA Institute Investment Foundations (Sep 2016)

**Education:**

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| Date | Institution | Qualification Attained |
| Jul 05 to Dec 07 | National University of Singapore | Degree in Business Administration with Merit |
| Jul 02 to May 05 | Nanyang Poytechnic | Diploma in Financial Services with Merit |

**Awards:**

* June 2005 - DBS Award for being the most outstanding graduate for the School of Business Management, Nanyang Polytechnic
* June 2005 – Standard Chartered Gold Medal for being the top graduate of Diploma in Financial Services, Nanyang Polytechnic

**Languages Proficiency:**

* Spoken and Written
  + English – Fluent
  + Mandarin – Fluent
  + French – Basic

**Notice Period:** 8 weeks

**Current Salary drawn:** SGD 6,000 + SGD800 allowance