**Phei Sze (Grace) TAN**

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**work experience**

**2012- Present Bank of America Merrill Lynch, Singapore**

**Futures & Options and OTC Clearing Client Services Representative**

* + Processed daily margin movements, cash movements and FX
  + Ensure the day to day client’s Collateral Process is conducted
  + Processed daily exchange and third parties brokers’ margin settlement and margins projection
  + Client focused and engaged in building and fostering good relationship with existing clients
  + Acted as communication bridge between internal parties and clients to resolve client’s queries
  + Responded to all client’s queries promptly
  + Set up commissions and fees, fees discrepancy investigation and adjustments posting
  + Assisted with new accounts opening as well as accounts closing
  + Liaised with front to back office internally and broker externally to resolve the issues
  + Performed assignment/exercise options and expiry activities and coordinated with settlement team in order to settle the expiry trades
  + Assisted on client’s on boarding process and system demonstration to the clients
  + Conducted regular calls/visits with the clients for updates and feedback with Sales & Marketing

**2011- 2012 JP Morgan Chase Bank, Singapore**

**Futures & Options Analyst - Clearing**

* + Ensured that all exchange trades are tied back to client/propriety references and all client trades are resolved and allocated correctly by market close deadline
  + Performed allocations of all SFE/NZFE/ TSE/OSE/TIFFEX/TFX/KRX/TOCOM trades
  + Prepared reporting client/house position's to the Asian market
  + Provided allocation and delivery of commodities and performed daily closeout
  + Processed exchange of physical (EFP) in timely manner
  + Resolved trade breaks, queries and problem solving
  + Deal with expiries and deliveries
  + Interacted with the trading desk, global client groups, exchanges and external brokers

**2011 PHG Enterprise Sdn. Bhd., Penang, Malaysia**

**Product Consultant and Executive to CEO**

* Achieved sales revenue targets and maximise profitability by consulting and analysing clients' business needs and offering solutions
* Proposed and present company business plans and products according to customer needs and requirements
* Prepared client presentations, structure and reviewed proposals and responsible for pricing, structuring and marketing of all the products
* Handled new market development by building up a multinational network of distributors and retails customer base
* Managed general sales enquiries and issues and identify the needs of clients and liaise with suppliers in order to prepared appropriate quotations and shipments and provide administrative support such as payments and invoices
* Ensured all sales process are handled properly and coordinate fully on both company and customers’ interest
* Prepared purchase orders, keep track of purchases and supplies, and handled inquiries about orders
* Identified the needs of clients and liaised with suppliers in order to prepare appropriate quotations
* Supported marketing study plus survey on new markets or existing market demands and feedbacks from field and managed existing clients and developed new clients
* Undertook project work and managed the business between suppliers and customers

**Freelance Translator/Business Assistant**

* Participated in clients meeting and conference and become the interpreter between the company and customers/suppliers
* Liaised with the clients to ensure accuracy of requirement, specification and information
* Translate the documents and assist clients from English to Asian language and vice versa to negotiate the deals

**2009- 2011 MF Global (S) Pte Ltd, Singapore**

**Trading Associate Global Markets (Risk Management) / Front Line Trader Support**

* Monitored trader margins, and executed margin calls for FX, futures, options and CFDs accordingly, and through that ensured smooth trading operation, monitored client accounts' risk exposure accordingly.
* Conducted value-at-risk analysis (VAR stress testing) to understand risk exposures and intervened if needed to adhere to risk guidelines.
* Led daily closure reporting in which I highlighted potential risk areas, ensured data is reconciled between front and back office.
* Maintained comprehensive oversight of risk exposure with regards to market/currency risk and counterparty risk and limit setting for all the platform
* Responded to the outstanding tasks and deal with the client queries on trade details, trade booking
* Provided hands-on trading and administrative support and ensured smooth trading operations.
* Acted as the key focal point of operations question from the trading desk as well as the operation team
* Performed UAT testing and static data and limit set ups for clients.
* Liaised with front office and back office, confirmation of trading transaction, trades transfer, investigated and resolved trades matching and dealing with the expiries
* Supported and monitored an in house trading system, trade validation, reconciliation and handled queries pertaining to trade issues from internal and external counterparties

**2007- 2009 G. H. Financials Limited, London, UK**

**Trading Operation Analyst**

* + Led daily reconciliation process with key counterparties.
  + Provided operations support for commodities, futures and options transactions.
  + Managed day-to-day clearing and settlement processes and investigated and resolved outstanding issues on a same-day basis.
  + Acted as the key interface with front office, middle office, operations and finance in both the UK and Asia, provided operations advised to other division of the bank.
  + Ensured smooth trading operations provided key risk monitoring and reporting.
* Assisted on static date set ups such as supported the account opening process and advised on operations-related issues for the following major markets:  
  LIFFE, EUREX, ICE, CME, CBOT, IPE, FOX, TIFFE.

**2004 Citigroup (M) Trade Services Sdn. Bhd., Penang, Malaysia**

**Indexer and Trade Administrator** (4 months Internship)

* Verified trade transactions for the Taiwan department.
* Ensured the accuracy and documentation and identified any missing information.
* Liaised with the Taiwan department to clarified any problems and resolve issues
* Ensured operations receive trade documentation quickly to minimise indexing delays
* Updated investment records and systems, resolved transaction and reconciliation issues
* Maintained fiduciary reporting records

**Education and qualifications**

**2008 Chartered Financial Analyst (CFA) Level 1**

**2006 – 2007 Cass Business School (City University), London, UK**

MSc in Logistics, Trade and Finance (awarded Cass Business School Scholarship)

Modules included International Economics, Advanced Quantitative Methods, Financial

Derivatives, Principles of Finance, Private Equity Investment, Corporate Finance,

International Commodity Trade and Financial Markets

**2004 – 2005 University of Hull, UK**

BSc Accounting and Financial Management (2:1)

**2002 – 2004 Inti International College, Penang, Malaysia**

Advanced Diploma in Accounting and Finance (Merit)

**2002** **Prime College, USJ, Malaysia**

Diploma in Management (Merit)

**2000** **International College, Penang, Malaysia**

Higher School Certificate (Australian Matriculation)

TAFE New South Wales Certificate II in Accounting

**Additional Information**

Languages: Hokkien/Taiwanese (native), English, Mandarin, Cantonese, Malay (all fluent)

Technical skills: MS Office, Adobe, MYOB Accounting, SPSS, E-Views, DataStream, Bloomberg, Reuters, Database, Murex, TRS, UBIX from GL Trade (SunGard), Citrix Metaframe, Stellar X Risk, London TT X Risk, SARA Risk (PATS System), Risk Informer, Rainbow TEO, **C**lient **R**ecord **M**anagement **S**ystem (CRMS), Currenex, RMS, LMS, CQG, Fidessa, IRESS, GMI, Clear vision, OM Secure, TORO, Mercury, CCASS, Titan, Consensys