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**Tok Zi Gui (Shayne)**

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| **EDUCATION** | **Bachelor of Business (Management), Jan 2012 – Nov 2013**  RMIT (SIM), Singapore  **Diploma in Electronics, Computer and Communications Engineering, 2005 - 2008**  Nanyang Polytechnic, Singapore  **GCE ‘O’ Levels, 2001 - 2004**  Woodlands Secondary School |

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| **WORK**  **EXPERIENCE** | **Cornerstones Planner Pte Ltd, Compliance and Corporate Affairs Executive, Oct 2016 – Present**   * Handling MASNET matters & Administrations * Handling Complaints from clients * Claims settlement * Quarterly and Annual Reporting to MAS * CPD hours registration with MAS * Compliance check (CDD and ECDD) on incoming monies against AML/CFT * Coordination of Company Meetings and Minutes preparation * Procurement of Office Supplies * IT administration – Company Email / LAN / Electronic Know Your Client (EKYC) / DokMee * Other Ad-Hoc Duties assigned   **Manulife (Singapore) Pte Ltd, Financial Consultant (Full-Time) Jul 2013 – Jul 2016**   * Providing clients with professional advice on wealth management, risk management, financial planning, retirement planning, and legacy planning * Evaluate financial standings of prospective clients and preparing proposals * Recommending appropriate investment tools to assist client to achieve their retirement goals. * Identify and execute financial risk management * Maintaining strong and long term relationships with clients * Acquiring new leads via cold calls, street canvassing (door-knocking and street surveying), and close following up skills * BSC Trained * 95% cold clientele base * Handles Life, Health, and General Insurances (Personal Travel Insurance, Motor Insurance, Business Insurance, Fire Insurance)   **Ministry of Manpower, Work Pass Division (WPD), Management Support Officer (Full-Time), Dec 10 – Nov 11**   * Ensure smooth day-to-day operations   + Manage the administrative functions to ensure that customers’ requests reach officers promptly   + Recommend areas for improvement and implement changes to processes to ensure service efficiency and quality * Ensure effective and efficient implementation of special projects   + Member of project teams to plan and execute action plans to achieve objectives within allocated timeline   + Respond to customers’ queries and feedback and explain rationale behind policies, processes and procedures * Assist Managers in expediting work permits processing process   **Part-time experiences**   * Cashier - Robinsons * Waiter - NUSS * Admin Assistance - Singtel * Retail Assistance - Singtel | | |
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| **INDUSTRIAL ATTACHMENT** | **TCL Thomson Electronics Pte Ltd, Assistant Programmer, Sep 07**   * Accurately and efficiently wrote the program based on instruction handed down by the programmer. * Tested and ensured that program is working as intended. * To assist the programmer in other ad-hoc duties assigned. | | |
| **NATIONAL SERVICE** | **MINDEF, Radar Technician, Jan 09 – Oct 10**   * Ensured that equipment were ready for deployment during overseas exercise. * Performed troubleshooting on faulty equipment. * To carry out regular checks on the equipment to ensure proper operations. * Awarded Best Trainee for Basic Technician Training (RADAR) Course in 2009 * National Events involved:   + Ex. Forging Sabre 2009 – Second SAF Major Joint Exercise in US – Administrative Support   + Chief of Army Change of Command Parade – Colours Party (Flag Bearer) – Mar 2010   + Chief of Defence Force Change of Command Parade – Colours Party (Flag Bearer) Apr 2010   + Combat Service Support Commander Change of Command Parade – Colours Party (Flag Bearer) – Jun 2010   + SAF Day Parade 2010 – Colours Party (Flag Bearer) – Jul 2010   + NDP 2010 – Colours Party (Flag Bearer) | | |
| **ACTIVITIES** | **National Police Cadet Corps (NPCC), NCO, 2001 – 2004**   * Assisted in planning and running training programs for the school. * Appointed as Logistics IC. Took care of the logistics of the Corps and ensured that all items are accounted for. | | |
| **SOFTWARE SKILLS** | | * Microsoft Office (Microsoft words, PowerPoint, FrontPage, Excel), C-Programming, AUTOCAD, Microsoft Visual Basics. | |
| **QUALIFICATIONS** | | | * CMFAS M5, M9, M9A, Health Insurance, Associate Financial Consultant (AFC) certified. |

**REFERRALS**

Name: Andrew Lee

Company: Ministry of Manpower

Position: Manager

Relation: Supervisor

Contact: 8186 8161