Joey Chia

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**Career objectives**

To establish a career in the Banking and Financial sector, preferably in the field of Compliance/Anti-Money Laundering and build a strong career foundation within the next 5 years, allowing me to learn new skills for personal development as well as to utilise and expand my knowledge.

**Professional Experience**

* Citibank Singapore Ltd, *April 2016 – Present*
  + SDN Officer (Compliance related)
  + Screening transactions that have been red flagged in the system for SDN (Specially Designated Nationals)
  + Assess and investigate each transaction against the SDN list from OFAC sanctions and perform the necessary clearance or raise for further escalation
  + Consulting with Anti-Money Laundering/Fraud department on approval for certain cases
  + Liaising with bank branches to contact customer for more information when necessary
  + Additional administrative duties as assigned
* SG Vehicles, *November – December 2015*
  + Temporary Accounts Executive
  + Handled full set of accounts
  + Clearing backlog for 2013-2015, as well as ensuring accounts of various subsidiaries were kept up to date.
  + Liaising with banks regarding loans and payments
* Citibank Singapore Ltd, *March –* *August 2012*
* CitiPhone department
* Handled inbound calls from customers and resolved issues and queries immediately.
* Performed maintenance on customers’ account using company’s internal system, and liaised with the relevant departments in order to carry out customers’ instructions
* Received a compliment within the first month from customer for excellent service delivered
* Various Part-Time and Events positions, *2010 – 2016*
  + Temporary Admin
  + Temporary Accounts Assistant
  + Temporary Typist (Copy and Audio Typing)
  + Events Coordinator
  + Tuition (Private and Tuition Centre)

**Education**

* Bachelor of Science in International Business with Honours, University of Birmingham
  + Class II Division I (Second Upper Class)
  + Year 2 International Study (Jan-May 2014) at University of Birmingham, United Kingdom
  + Year 3 International Study (Feb-June 2015) at University of New South Wales, Australia
* Diploma in Banking and Financial Services, Ngee Ann Polytechnic, 2013
  + Diploma Plus in French Language
* Cedar Girls Secondary School (2006-2009)
* Module 1, Foundations of Financial Planning, Financial Planning Associate of Singapore, 2011

**Skills and Capabilities**

* Language Proficiency
  + Highly adept in both written and spoken Mandarin as well as Cantonese
  + Obtained Grade A, at the Intermediate Level of the HSK Chinese Language Proficiency Test, awarded scholarship to attend HSK Winter Camp 2009
  + Top 5% of entire cohort for 3 out of 6 modules of French Enrichment Programme at Ngee Ann Polytechnic
  + Enrolled in Basic Korean Level 1 at UNSW, Australia
* Technical Skills
  + Highly proficient in Microsoft Office, including Word, Powerpoint and Excel
  + MYOB software
* Creative thinking and strong entrepreneurial spirit
* Excellent research and analytical skills
* Ability to work well both individually and as a team
* Ability to adapt quickly into new cultures and environment

**Co-Curriculum Activities**

* The Christieara Programme (2010 – 2013)
  + Gifted programme for selected students within 15% of cohort
* Investment Club (2011 – 2013)
  + ACM Fun Trail 2011
  + Financial Literacy Programme
* Cedar Symphonic Band (2006-2008)
  + Participated in the Singapore Youth Festival
* Cedar Media Resource Library (2007-2009)
  + Planned a literature arts event for the school
  + Required to think of innovative ideas within a given time frame
  + Required to collaborate with various other clubs and departments