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| |  | | --- | |  | | **Chang Mexen** **Client Services Accountant  Augentius (Singapore) Pte Ltd** | |
|  |  |
| (+65) 83435778 | mexen@hotmail.com | |

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| **Experience** |  |  |
| 9 years of total experience | | |
| Oct 2015 - Present | **Client Services Accountant** Augentius (Singapore) Pte Ltd | Singapore | |
|  | Industry | Accounting / Fund Administrative |
|  | Specialization | Private Equity |
|  | Role |  |
|  |  | * To provide high quality service deliverables to the firms for Private Equity(PE) Clients you are responsible for, ensuring all deliverables are met and the Clients expectations are managed and met on a day to day basis. * This entails reviewing all Financial Statements and disclosures and ad-hoc client deliverables in relation to providing fund administration services to PE clients. * Expected to help improve the processes and efficiencies of the department. * Be subject matter expert of Private Equity Fund Structures accounting and administration processes. * Managing financial servicing for a portfolio of clients ensuring smooth running of day to day relationship with Clients and consistent delivery of client reporting/ information accurately and on time * Ensuring that adequate training has been received and support provided in order to complete the role and be proactive in defining areas needing attention or support * Designated clients including understanding technical details of their LPA, SLA, Fee Agreement and any technical nuances * Minimize risk by ensuring all procedures and checklists are followed by all cell members |
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| Jun 2014 - Apr 2015 | **Client Accountant - PE funds** Orangefield Management Services (Singapore) Pte Lt | Singapore, Singapore | |
|  | Industry | Accounting / Fund Administrative |
|  | Specialization | Private Equity |
|  | Role |  |
|  |  | * Responsible for the accounting and administration of a portfolio of Singapore-incorporated companies. * Record all accounting transactions and prepare periodic work papers, management accounts and financial statements * Bank account reconciliation * Perform follow-up with client as necessary on accounting documentation * Respond to client queries * Handle client payments and receipts * Co-ordinate annual audits * Draft/review annual financial statements and their related FRS disclosures * Monitor/adhere to Singapore regulatory deadlines for quarterly GST, annual and tax filings * Assist on client service matters, maintaining and building client relationships * Undertake general administration and other projects as assigned |
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| Apr 2012 - Apr 2014 | **Senior Fund Accountant** RBC IS&T | Singapore, Singapore | |
|  | Industry | Banking / Financial Services |
|  | Specialization | Hedge fund / mutual fund |
|  | Role | * Primary responsibility to conduct the daily processing and associated entries relating to Fund Accounting. The incumbent is to ensure adherence to SLA timelines and 3rdlevel controls of smart sourced processes. * Assist in the review and update of Risk Control Self Assessment and tracking of KPI. * Follow up of internal and external audit issues. * Ensure operational events are maintained at an absolute minimum or where occurring are not repetitive in nature as part of managing key risk indicators. * Share identified best practice and contributes to implement of best practice across home and smart-sourced teams. * Ensure all business partner inquiries and concerns are responded to in an accurate, professional and timely manner. * Assist with the preparation and support internal meetings with business partners. * Contribute to the efficiency of the teams through identification of process improvements or enhancements. * Support new business by providing technical support for ensuring operational readiness for new fund launches. * Coach and guide new hires |
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| Mar 2010 - Apr 2012 | **Fund Accountant** RBC IS&T | Selangor, Malaysia | |
|  | Industry | Banking / Financial Services |
|  | Specialization | Hedge fund / mutual fund |
|  | Role |  |
|  |  | ◼         Responsible for all aspects of fund accounting and valuations for a certain number of funds/sub-funds which involved  ◼         Entering and reconciling all fund transactions on a daily, weekly and monthly basis to our accounting system.  ◼         Producing the final NAV calculation in an accurate and timely manner.  ◼         Ensuring all corporate action, dividend, coupon and invoice payment are well taken care.  ◼         Deal with client on trades and query    **Assignment in RBC, Singapore**    ◼         Participate international mobility to Singapore – Assignment by company  ◼         Responsible for all aspects of fund accounting and valuations that involve  ◼         Act as double checker to ensure funds are good to release and no mistake  ◼         Involve in year end and semi annual financial reporting and RAP 7  ◼         Ensure a smooth transmission of fund knowledge and work flow to Kuala Lumpur Fund Accountant. |
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| Apr 2008 - Feb 2010 | **Fund Admin Utility** Citigroup Transaction Services (M) Sdn Bhd | Kuala Lumpur, Malaysia | |
|  | Industry | Banking / Financial Services |
|  | Specialization | Support Team |
|  | Role |  |
|  |  | Monitor, track and evaluate transaction volume to provide monthly STP analysis and MIS reporting  ◼       Provide timely and accurate delivery of transaction processing for custody settlement and fund accountants  ◼       Provide prompt and professional advice to regional branches to ensure smooth operations and service delivery.  ◼       Cooperate with Front Officer in evaluating Clients’ needs and proposing solutions to implement new business deals  ◼       Work with Customer Services Officer to investigate customer queries and issues ensuring customer satisfaction  ◼       Initiate and streamline process relating to controls, productivity and regional service enhancement  ◼       Participation in strategic planning of product migration and cut over  ◼       Participation in System Integration Testing (SIT) and User Acceptance Testing (UAT) for Global strategy implementation  ◼       Mentor and orientate new hires  ◼       Quarterly review on forms and procedure to ensure comply with ISO and compliance policy.  ◼       Prepare monthly news letter and monthly MIS and analysis for management review.  ◼       Perform capacity planning for testing and public holiday support. |
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| **Education** | | |

**Master of Business Admin**

University of Tunku Abdul Rahman (UTAR), Malaysia

July 2010 – May 2015

**Bachelor in Business**

University Technology of Sydney (UTS), Australia

Major in Finance and Marketing

February 2005 – December 2007

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| **Skill** |  |  |
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*Tools:*

◼     Microsoft Office suites of products, Movie Marker, SPSS and other application

*Languages:*

◼    English, Chinese, Malay and dialect

Systems:

◼         Multifonds System, Bloomberg, Telekus, Spices, Mill 7 and Investran