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**Project Experiences:**

Project KAWAN

* Implement STP for trades to flow into Multifonds (MFFA) from Middle Office
* Lead in negotiation of the pricing requirement of Malaysian local pricing source with Luxembourg pricing team and also IDC pricing vendor
* Assist with the setup of the operational infrastructure in Malaysian office
* Train the newly hired Malaysian FA in Singapore
* Setup the operational workflow for the FA in Malaysia

Project OTC

* Nominate as the SG contact point for all OTC integration for FA workflow for all APAC client.
* Establish the FA workflow from integration of OTC trades, to booking in MFFA, retrieve pricing from Markit and pricing signoff for FA, including reconciliation of OTC positions
* Document and make changes to the current Service Level Agreement (SLA) with various internal departments and proceed with signoff with on OTC integration
* Educate the local teams and client of the FA workflow and their responsibilities

Project SENTOSA

* On-boarding of an investment compliance (IC) mandate
* Analyse the existing FA model to eliminate non-mandatory processes in order to provide a more comparative pricing
* Examine the FA processes to streamline about 70% of the daily processes, making the FA FTE requirements from 3 to 1.
* Successfully clinch the client to provide IC services on existing FA resources

Project UNO

* Establish a 100% STP FA model to provide portfolio valuation service to feed funds, from subscription/redemption, trades, fixed deposit placement, forward and spot transactions are completely STP. The completed portfolio valuation data is also sent to the client directly via server connectivity
* Appointed as the subject matter subject for portfolio valuation and provide solutions to client and their vendors during project calls.
* Establish an ad hoc testing within 1 week to test the data results
* Explain to the client of the results and provide solutions to them

Project Nikko

* Analyse the funds data from incumbent service providers and identify gaps which we need to close up. Feedback to project manager to close up the issues internally
* Establish a log sheet to discuss on specific requirements identified on weekly basis and complete the fund matrix
* Setup fee matrix to client for signoff
* Setup the trade flow from Middle Office to FA and also establish contingency trade blotter trigger via email. The contingency plan is activated on the first LIVE day as middle office system is completely down but FA is able to deliver all BAU on time.

**Work Experiences:**

**BNP Paribas Security Services Limited Singapore Branch Dec ‘12 till Current**

Vice President (Subject Matter Expert, SME & leading a BAU team)

* Set up a Service Quality Team to improve the client CRM experiences
* Project Leader on pControl platform implementation of NAV control for SG funds
* Managing 2 teams, SG FA & Lux Validation teams on BAU issues and project on boarding
* Assist COO on management reporting on recharge costs
* Leading the inclusion of Singapore middle office operations in the global ISAE3402 certification 2016

Assistant Vice President (Lux Validation Team)

* 3rd level validation of the Luxembourg UCITS leading a team of 9
* Handle migration of 96 funds to validate in 4 hours with Chennai, India as hub office
* Report via teleconference on all KPI delivery and issues to Lux senior management
* Drive the completion of Service Level Agreement between SG, Lux and Chennai
* Reporting to SG steering committee of project resourcing and BAU issues
* Handle staff confirmation and performance appraisal

Associate (Singapore FA Team & Lux/Dublin CAM)

* Senior FA dealing with 3rd level NAV oversight of Chennai team
* Handle migration of 52 funds (Pre-migration trade process, setting up procedures)
* Point of contact to asset managers on NAV queries
* Maintain team KPI metrics and reporting to management
* Handle operational projects to enhance/improve current processes
* Training in Dublin and Luxembourg on Client Account Manager outsourcing (1 month)

**Citco Fund Services (Singapore) Pte. Ltd Jul 11 to Nov 11**

Supervisor (Daily Hedge Funds)

* Setup a team of 10 members, providing training and experiences on daily NAV
* Handle migration of 41 funds from Dublin to Singapore office, AUM 80 billion USD
* Ensure accuracy and timeliness of NAVs to Dublin front office
* Handle complex and high volume hedge funds with performance fees calculations
* Setup Service Level Agreement (SLAs) and various KPI metrics with Dublin offices
* Involve in fund allocation & staff appraisal

**RBC Investor Services Malaysia Sdn Bhd Aug 10 to Jun 11**

Supervisor (Lux funds – Morning shift)

* Involve in FA objectives setting 2011 with other senior management members
* Lead and train up a new 10 members FA team in Malaysia to migrate from SG team
* Handle 2 key strategic clients dealing with OTC derivatives and pooling fund structures
* Ensuring NAV calculated are delivered accurately and timely to clients
* Handle fund allocation, team KPI and staff appraisal
* Liaise with Lux support managers on new fund launches and other FA issues

**RBC Dexia Investors Trust Services Singapore Ltd Aug 07 to Aug 10**

Senior Fund Accountant (Singapore team)

* Manage a team of 4 junior accountants to handle the whole hedge funds administered
* Ensure all NAVs are delivered timely and accurately
* Handle clients’ queries of all hedge fund clients
* Attend Due Diligence meetings from investors’ risk monitoring partners
* Attend monthly internal operational meeting with other department managers

Fund Accountant (Singapore & Alternative Investments Team)

* Acquired knowledge on OTC products, options, CFDs, futures
* Acquired the knowledge of the full NAV cycle for hedge funds
* Handle cash management for AI funds
* Account for performance equalization credit/contingent liability into fund P&L
* Reconcile performance fees accrual with share registrar report
* Handle audit enquiries and prepare of funds’ annual reporting under IFRS standards

**Education: Jul 04 to May 07**

Graduated with 2nd Upper Honors in Bachelor in Business, minor in Economics

Nanyang Business School, Nanyang Technological University

**Leadership & Organizational Positions:**

R&R committee in RBC Dexia Investors Trust Services Singapore Limited

* Organised Company annual Overseas Trip to Bali
* Liaise with various departments in Christmas gift-sharing
* Arrange “Sports for Everyone” Programme for the staff

**Skills & Proficiencies:**

Accounting Software: Multifonts 2:81 to 4.6

IT and computing skills: Basic programming skills in Java S.D.K. 1.4.2

**Hobbies & Interests:**

Sports: Basketball, Soccer, Swimming, Cycling and Bowling

Interests: Cooking, Reading Newspaper and Traveling