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| PROFILE |

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Phone : 96899019

Email : sachoong@hotmail.com

Date of Birth : 20 August 1980

Nationality / Race / Dialect: Singaporean / Chinese / Cantonese

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| WORKING EXPERIENCE |

2012/15 Apr - Jul **Standard Chartered Bank**

*Global Sales Proposal Manager*

* Partner with the Sales, Service Managers and Product teams to drive and deliver presentations, responses to Request for Proposal (RFPs) and Due Diligence Questionnaire (DDQs) across the Securities Services segment, both new and retention business.
* Work closely with subject matter experts across corporate and business functions – both globally and in-country – to write and present the most compelling solutions/responses for the client.
* Assist in creating and maintaining a repository of contents in Qvidian and SharePoint. Trainer for new hires on how to use systems. Prepare metrics report to quantify usage of contents.

2011 Aug – Oct **Youth Expedition Project to China, Shanxi**

by Singapore Soka Association in collaboration with Mercy Relief

* Service objective is to incite students’ interest in learning English through various learning platform at the village school.

2008/11 May - Jul **Bank of New York Mellon**

*Account Manager*

* Responsible for day-to-day servicing of client relationships in relation to Securities Services products.
* Acting as a focal point of contact for Taiwanese clients, responding to client inquiries, and coordinating with appropriate internal parties to ensure resolution of issues.
* Working with relationship managers to actively manage clients’ expectations, participate in strategic planning for client relationships and keeping relationship managers informed of all significant services issues.
* Periodic client visits for review of service.
* Achievements:
* Received compliment letters from clients for outstanding services.
* Received company’s “Spot Award” and “Aspire Award” in recognition for the hard work and dedication.

2006/08 Aug-Feb **ARA Asset Management**

*Analyst*

* Handle all operational aspects of the specialist equity fund, ARA Asian Asset Income Fund with Assets Under Management of more than USD50 million.

2006Jan–Aug **DBS Bank Ltd**

*Portfolio Accountant*

* Maintaining of accounting books and producing monthly valuation reports of portfolios including equities, futures and fixed income.

2004/05 Jan–Dec **State Street Bank and Trust Co.**

*Fund Accountant*

* Maintaining of accounting books and producing daily and monthly valuation reports of portfolios including fixed income, equities, derivatives, and unit trust funds.

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| **PERSONAL DEVELOPMENT** |

2015/17 May-Apr **Diploma in Translation & Interpretation**

**by Singapore Chinese Chamber Institute of Business**

2008 Nov-Dec **Certification on Business Mandarin for Finance & Accounting Terms**

**by Singapore Chinese Chamber Institute of Business**

2005Jun–Nov **NAFA Certification of Visual Communication Course**

* Introduction to design elements and principles for effective visual communication.
* Develop a design project from conceptual studies to final artwork using design software

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| **EDUCATION** |

2004 **Chartered Financial Analyst Program**

*Passed in Level 1*

1999–2002 **Nanyang Technological University**

*Bachelor of Business (Banking and Finance)*

1997–1998 **St Andrew’s Junior College**

* 1. **River Valley High School**

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| TESTIMONIALS |

**Standard Chartered Bank**

“ Sharon is a true asset in the RFP team and I appreciate all the extra efforts she has made for getting information and answering RFP/RFIs to ensure I could revert back to my clients in a timely manner. She is very professional and a pleasant person to work with.” ***~ Sales***

“ I have known Sharon for over a year and based on her prompt assistance, I would rank her as one of the best co-workers to me in Standard Chartered Bank. Sharon is highly enthusiastic and hardworking and always ready to give knowledge. She is very good at her role and doesn’t require any guidance but is humble enough to take the guidance from the Service Mangers if required. Based on my experience interacting with Sharon, I am very comfortable to say that she has a great work ethic and performed her duties reliably and honorably. She was a key component in completing RFPs / Questionnaire etc., thereby assisting in providing excellent customer service at the time of selling and setting up service standards for the client without impacting the quality of work.” ***~ Service Manager***

“ Sharon has a character that blends our team making each day pleasant.  I enjoyed the times sharing our thoughts (personal and work) and I will make a point to catch up with Sharon every day. Sharon is dedicated and hardworking person who never take responses at face value.  She’ll ponder and source for a better answer or get someone else (e.g. me) to opine her views.  Hence, she’s got remarkable knowledge in Securities Services products and services.” ***~ Team-mate***

**Bank Of New York Mellon**

“ Sharon的表現令我想嘉獎她. Sharon非常細心，除了詢問她的問題快速回答以外，   
她也很明白我要問的內容，她的表現给我感覺她是盡心力的在服務客戶   
很積極，也很好溝通，是優秀的人才，有五心級的服務水準喔! ”***~ Taiwan Client***

(Translation: I would like to commend on Sharon’s performance. Sharon is very meticulous. Besides replying to my queries promptly, she is able to clearly understand my needs. Her performance made me feel that she is serving the client wholeheartedly. Very enthusiastic with good communication skills, she is an outstanding talent with five stars service standard!)

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| **PSYCHOMETRIC ASSESSMENT** |

By the Personnel Guidance Unit Of Prime Minister’s Office (Public Service Division)

* Aptitudes: Demonstrated outstanding level of ability in general reasoning that could be applied to a wide variety of problems.
* Typically obtained by individuals who have clear thinking and excellent observational skills.
* Able to form comparison and reason by analogy with a consistently high degree of efficiency.

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| **COMPUTER KNOWLEDGE** |

Software Proficient in MS Excel, Words, Power Point

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| **LINGUISTIC ABILITIES** |

Written English, Simplified / Traditional Chinese

Spoken English, Mandarin, Cantonese

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| **SALARY** |

Last drawn salary : SGD 6,700 per month

Availability : Immediate