***Curriculum Vitae***

**NICHOLAS K S CHUANG**

**DEMIC QUALIFICATIONS**

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| **PERSONAL PARTICULARS** |

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| **ABOUT** |

Proactive, driven, and an excellent team player with strong interpersonal skills, I come with more than 5 years of regional experience in banking and fund services management. An environment that promotes autonomy and innovation energizes me; I work with a strong belief that thoughtful communication catalyzes the best results. I view change in today’s dynamic landscape as a curious necessity, taking it on with a perspective that fast failure brings progress and the opportunity to sharpen one’s analytical skills and resourcefulness. I thrive in moments of urgency and acute problem solving, while understanding that the pursuit of long-term scalability requires structure and forethought. Looking to join a high performing team where driving change and developing teams fuel the organisation’s continued growth.

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| **EXPERIENCE** |

**Supervisor – CITCO Fund Services January 2017 – Present**

Client account management and team management and development are the main focuses of my role as Supervisor.

* Manage team workflow ensuring that daily funds are distributed equally and fairly as well to ensure that work SLA targets are met.
* Plan new and existing hires coaching and training schedules, ensuring participation and monitoring learning effectiveness through overseeing on the job application of knowledge
* Responsible for interview and selection of new candidates whom would become assets for the team.
* Spearheaded company projects which included the full implementation of new in house systems such as ART and AEXEO
* Own multiple client accounts, including full spectrum relationship management such as both client and in-house query resolutions, and on-boarding of new client migrations.

**Senior Operations Analyst – CITCO Fund Services May 2015 – December 2016**

As a Senior Operations Analyst, my responsibilities expanded to include coaching, team management and overseeing new projects and migrations.

* Managed team workflow and assisted the supervisor with team commitments such as workflow management, SLA target enforcement and migration of new or existing funds
* Coaching and training new and existing hires on the technical day to day workflow as well as technical knowledge in terms of the different financial instrument and how they function and are reconciled
* Implement expanded scope requirements, solve and identified break resolutions
* Reviewed and implemented team workflows, introduced and oversaw follow-through of best practices, assumed responsibility to ensure accuracy of all team submissions
* Troubleshoot and resolved technical issues across all in-house systems used

**Operations Analyst – CITCO Fund Services** **May 2013 – April 2015**

My role focused on continuous interactions between both clients and brokers to validate data precision, through tight deadlines. I gained comprehensive understanding of trading, positions and cash reconciliation processes with prime brokers and counterparties, which were vital components used to deliver optimum results.

* Produced daily operational deliverables with respect to clients and Citco Offices service level agreements
* Prepared daily trades, position and cash reconciliations
* Verified the Security Master set up to ensure proper P&L captures and risk management reporting
* Collaborated daily with Business Analysts, Citco Offices counterparts and Operations support for problem and conflict resolution
* Assisted in verifying test results for all in house system enhancements through the migration of funds into new systems and databases

**Financial Consultant – Catalyst Capital Group** **December 2011– May 2013**

At Catalyst Capital Group (a representative of HSBC Insurance), I serviced my clients with a wide range of wealth management tools, which included both banking and insurance products. I also acquired new clientele.

* Planned and executed wealth management solutions for clients
* Monitored and carried out critical analysis of client’s portfolios and investments to ensure that they have a well balanced portfolio in terms of growth in personal wealth, properly managed investment risks as well as a decent life assurance coverage
* Facilitated end to end processing of all clients’ claims, and other query follow-ups

**Cocoa & Coffee Administrator - ARMAJARO Trading Limited (London)** **August 2009 – July 2010**

Worked closely with all divisions of the firm and liaised continuously with its brokers and warehouses, obtaining a sound understanding of physical commodities trading processes.

* Oversaw and managed warranted positions of cocoa and coffee
* Facilitated communication and information from brokers of cocoa and coffee stock, which included aspects on warehouse information, weight, discounts, and certification validity
* Analysed age/weight penalties and rent rebates to ensure that the physical positions are deliverable to the market as and when the investment manager requires it to implement their investment strategy.
* Drafted and submitted rents for coffee and cocoa warehousing (i.e. requesting invoices and validating, authorising the payment process)
* Coordinated full spectrum of invoicing, tender and liaison with warehouse and brokers

**Enforcement & Ceremonial Specialist - Singapore Armed Forces** **September 2005 – September 2007**

As part of the enforcement and ceremonial company, I led and facilitated state events, and enforcement activities. This experience built foundation for my leadership skills, while instilling a sense of pride, greater purpose and integrity.

* Responsible for a company of an estimate 120 men performance, engagement and delivery in both ceremonial as well as enforcement activities
* Planned, organised and led the company in events such as SAF day, NDP, and Istana change of guard ceremonies.
* Developed leadership and decision making skills through

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| **ACADEMIC QUALIFICATIONS** |

2014

**CFA Institute, Claritas Investment Certification**

2007 – 2011

**Loughborough University, BSc (Hons) Banking, Finance and Management;** Upper Second-class Honours (2.1)

Relevant modules include:

* Microeconomics and Macroeconomics for Financial Studies
* Financial Fundamentals and Accounting
* Banking Securities
* Economics of the Financial System

2002 - 2005

**Singapore Polytechnic, School of Electronic & Electrical Engineering;** Diploma in Information Communication Technology

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| **SKILLS AND PROFICENCIES** |

**LANGUAGES**

Full suite of IT systems: MS Office including MS Access, Adobe Photoshop, and Premier.

Functioning knowledge of coding languages such as Visual Basic.Net, ASP.Net, HTML and Java.

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| **LANGUAGES** |

English (Native); Mandarin and Japanese (Basic)

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| **INTERESTS** |

**GES**

Basketball, bowling, travelling to different countries to experience their cultures.