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| CHARLES DAWKINS | | |
| 5 Deekshill Drive  Scarborough, Ontario  M1E 3R5 | (647) 701-1338 | c.a.dawkins@outlook.com |
|  | PROFILE |  |
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| Financial operations specialist knowledgeable and experienced in banking back-office operations and systems for over 20 years.   * Experienced dealing with the setup and transactions of money market instruments such as Stocks, Bonds, GICs, Mortgages, Options and Mutual Fund across many systems/intranet. * Proficient in Microsoft Office, ISM, PrimeOE, SEI, OIS, Mvest, Mpower, W360, CDS, DTCC, CIBC Workbench and Bloomberg. * Maintained an HTML based database on TD Intranet for mutual fund pricing for different TD lines of business. * Helped develop automation and process improvements to bring customers an exceptional experience. * Dedicated, hardworking and organized team player with a positive attitude. * I am known for bringing positive results, great leadership, and I am an asset to any team. | | |
| EDUCATION — | EXPERIENCE |  |
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| Skills for Change  Feb. 2009 – May 2009  Canadian Securities Preparation Course  Centennial College  Sept. 1997 – Feb. 1999  International Business Program  St. Patrick Catholic Secondary School  Sept. 1992 – June 1997  Honors Diploma O.S.S.D COMPUTER SOFTWARE KNOWLEDGE — Windows  Microsoft Office  ISM  CDS  DTCC  CIBC Workbench  PrimeOE  Mpower  Mvest  W360  SEI  OIS | **Security Master • Wealth Management Officer • TD Wealth**  **September 2012 – March 2021**  Responsible for the setup and management of equity, fixed income, mortgages, options, mutual funds and trade management products across the bank systems and Intranet.  **Achievements**:   * Helped Lines of Business and departments meet daily SLAs for processes and client transactions. * Knowledgeable using ISM, PrimeOE, SEI, OIS, Mpower, Mvest, W360 and Intranet database for mutual fund pricing. * Knowledgeable in information research for Securities and Funds using Bloomberg, Prospectuses, Offering Memorandums, Information Statements, Pricing Supplements, and the Internet. * Automation of PrimeOE to make processes more efficient. * Assist with ad hoc request for urgent client request. * Maintained systems to ensure accurate information and changes. * Worked with IBM to ensure client satisfaction. * Assisted lines of Business and departments with client inquiries. * Received a QH rating for going above and beyond my duties.     **Physical Securities • Withdrawal Officer • TD Wealth**  **December 2005 – August 2012**  Responsible for daily withdrawal of physical securities and DRS Statements for client request from CDS and DTCC.  **Achievements:**   * Knowledgeable in the use of CDS, DTCC and CIBC Workbench for withdrawal processing. * Balanced internal accounts to ensure ledgers and transactions are correct.     **Physical Securities • Deposit Officer • TD Wealth**  **July 2001 – November 2005**  Responsible for daily client deposits of physical securities and DRS statements to CDS and DTCC  **Achievements**:   * Knowledgeable in the use of CDS, DTCC and CIBC Workbench for deposit processing. * Helped with the transition of physical stock deposits as the industry moved towards a non-physical world which resulted in DRS Statements as an option.   **Physical Securities • Vault Officer • TD Wealth**  **July 2009 – March 2010**  Responsible for Processing NSCC Trades, Transfer-Out request through DTCC, Maturities on ISM and OIS, OCT Trades and client certificate request from the vault.  **June 1999 – June 2001**  **Physical Securities • Security Settlements Officer • TD Wealth**  Responsible for doing fiscal completion of money market deals for bank and brokerage transactions. | |
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|  | REFERENCES |  |
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| Available upon Request | | |