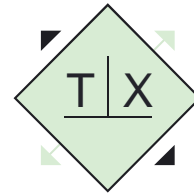


Shanshan Xu



647-980-5761



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1505-25 Town Centre Court, Scarborough, ON, M1P 0B4

EDUCATION



May 2005 – May 2009

Bachelor of Commerce

Majors in Accounting & Finance

Saint Mary's University, Halifax

SKILLS



TECHNICAL

Adobe Reader

Microsoft Office Suite

Outlook

AS400

Forms Free Teller

Intralink

PEGA

ScotiaConnect

SKILLS



PROFESSIONAL

Highly organized

Time management and prioritization

Attention to detail

Problem solving

Analytical & Critical Thinking

Leadership

Collaborative

PERSONAL PROFILE



Expert in Reconciliation and Exception processing. Strong accounting skills, with demonstrated expertise in General Ledger and DDA reconciliation. Team leadership, most recently leading 9 direct reports, providing coaching and support for team growth and development. Review and analysis of Exception processing, creating and implementing streamlined workflows to leverage automation, eliminate redundancy, and provide more efficient and effective end-to-end processing. Delivering superior customer service and partner support while adhering to Service Level Agreements and rules and regulations outlined by Payments Canada.

WORK EXPERIENCE



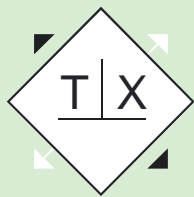
October 2018 - Present

TEAM LEAD

Scotiabank / OCS – Bill Payments | Debit Card Investigation

Lead a team with 9 direct reports, manage workloads and distribute appropriately amongst team, and create & maintain strong relationships with business line partners. Stream-lined workflows by analyzing processes and investigating opportunities to automate work. For example, changed paper based, manual debits to an online, EFT platform, saving time, cost, and optimizing effectiveness.

- CRM Project
Work with Project team closely for bill payments process change from AS400 to PEGA.
- ScotiaConnect EFT Process
Change manual Hard Debits to electronical debit through ScotiaConnect to save at least 150 paper per day.
- ABM Dispute
Work with Senior Manager and Project team to change BNS ABM dispute for BNS customer, and increase the efficiency by 30%.
- Fraud Bill Payments Process
Change Fraud case process to help recover the Bank loss.



AWARDS



2019

Best of the Best- Trip Award

2018

Best of the Best- Top Individual

LANGUAGE



- Mandarin
Native language
- English
Fluent (speaking, reading, writing)

HOBBIES



EXPERIENCE CONTD



February 2018 – September 2018

Team Lead

Scotiabank / OCS – Item & Exception Processing

Ensure accuracy of incoming and outgoing adjustments to maintain strict processing standards. Provide timely expert advice on multiple channels including Chargeback and Data Centre Adjustments. Manage risk by creating daily certification of exception voucher package. Offer direct service support to the Chargeback team members, clients, and business partners in line with Payments Canada's established standards and guidelines.

- Recover funds from OFIs by working with Symcor.
- Work with BSC to determine the standard process for Desjardins' Chargebacks

July 2017 – January 2018

Accounting Officer

Scotiabank / OCS - Reconciliation

Provide high-quality, timely, and accurate processing input, posting, and verification of daily accounting transactions within defined service level agreements (SLAs) such as Chargebacks, guided by Payments Canada rules. Utilize strong problem-solving skills to overcome daily challenges under pressure.

- RDC Project
Investigate digital cheque scanning issues, identify solutions, and advise branches on processing of corrections/adjustments.
- Chargeback Work Tracking
Work with Project Team to create the first draft of Chargeback / Date Center Adjustment Tracking Sheet.

January 2013 – July 2017

Senior Accounting Clerk

Scotiabank / Toronto CAU - Reconciliation

Acquire a good knowledge of all accounting functions and a thorough knowledge of the reconciliation of specific systems and General Ledgers (e.g., suspense account balancing, ABM balancing, teller balancing and cross checking); this

August 2009 – May 2011

Bookkeeper

Pioneer Beginnings Inc.

Manage accounting operations, account reporting and reconciliations. Provide annual financial statements to External Auditor to review.