**Lai Sue-Lynn**

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| 32 Segar Road #14-14 Blossom Residences  Singapore 677722  9 May 1978  NRIC S7812978F | Home Phone (65 68925379)  Mobile Phone (65 9843 0105)  suelynn.lai@gmail.com |

**Executive Summary:**

**1.    Markets & Functions:**

* Strong market knowledge, particularly in the emerging markets such as India and Vietnam, having worked with clients who are among the first to enter the Vietnam market when it opened up to allow foreign investments.
* Strong client relationship management skills as proven by the ability to transform client relationship placed under at risk to a normal status.
* Experience with various market developments such as sudden capital control in Thailand and the US Credit Crisis.
* Strong product knowledge in global custody, fund administration and fund valuation, market account opening, corporate actions, income processing and custody related foreign exchange settlement.
* Responsible for client presentations to existing clients and fund managers converting to the Bank of New York Mellon.
* Performance as a fund accountant exceeded expectations of my superiors shortly after joining the fund accounting team at State Street, leading to responsibilities to handle funds of greater complexity and conduct on-the-job training for new fund accountants.
* Responsible for detailed queries analysis and provide training for the clients under care for queries reduction purpose and knowledge sharing.

**2.  Project Management & Team work:**

* Strong people management skills with the abilities to work with clients from different locations, relationship managers, network management specialists, fund accountants and operations.
* Excellent team player with strong collaboration skill set across different departments involving accounting team, operations and trustee.

**3. Other Skill Set:**

* Passion for banking and financial markets to learn new market developments and implementing best practices to optimize processes and work flows to drive efficiency.
* Work well under pressure with demanding schedules and timelines with a result oriented mindset.

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| **EDUCATION** |

* Association of Chartered Certified Accountant, 2001 – Passed Level 1
* National University of Singapore , Jun 1997 – Jun 2000: Bachelor of Arts ( Passed with Merit)
* Catholic Junior College , Jan 1995 – Dec 1996: GCE A Level
* Katong Convent Secondary School, Jan 1992 – Dec 1994: GCE O Level

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| **AWARDS** |

BNYM Aspire Award for outstanding client services to clients.

SSB Best Team Service Award with operations team for datafeed project effort

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| **WORK EXPERIENCE** |

**BNP Securities Services**

**Assistant Vice President, Client Account Manager, 04 August 2014 to 19 May 2016**

* Daily management of client queries and account openings.
* Management of on boarding processes and asset transitions.
* Participated in client meetings and did demonstrations of proprietary reporting system to clients.
* Reviewed and proposed customized operating model offered to client from Global Custody’s perspective in terms of operational feasibility and operational risk. Wrote instructional and operational materials for both internal and clients’ use.

**JP Morgan**

**Client Services Manager, 01 August 2012 to 31 July 2014**

* Daily management of client queries and account openings.
* Conducted deep dive queries analysis for lead clients.
* Conducted trainings and workshop for clients for queries reductions and knowledge sharing.
* Participated as Asia’s lead for lead client in global initiative s rolled out for fund managers.
* Prepared client service schedules and client presentation materials.
* Management of on/off boarding processes and asset transitions.

**State Street Bank and Trust Company**

**Client Service Account Manager, 01 September 2011 to 31 July 2012**

* Acted as escalation point for client queries.
* Responded to clients’ due diligence questionnaires.
* Was participant and liaison point between client and SSBT’s internal operation team for client’s datafeed project.
* Prepared client service schedules and client presentation materials. Set up and conducted client service reviews.
* Prepared and submitted deal sheets for deal team meeting for new clients/new accounts/new service requirements on behalf of relationship managers.
* Conducted trainings for clients.

**Bank of New York Mellon**

**Senior Associate, 02 January 2006 to 10 August 2011**

* Daily management of client queries and account openings
* Prepared client report cards and client presentation materials.
* Management of on/off boarding processes and asset transitions.
* Researched into new markets which clients intend to add on, to current portfolio. Set up and conducted meetings for new markets walk through for clients.
* Produced regional MIS reports for Asia Pacific Division while supporting the relationship management team.

**State Street Bank and Trust Company,**

**Senior Fund Accountant, 01 February 2004 to 31 December 2005**

* Ran NAV for monthly funds
* Reviewed fund accountants’ calculations and resolved discrepancies for funds of high degree of complexity.
* Performed client servicing, instructions processing and compliance monitoring reporting.
* Performed daily maintenance of accounting books and records.
* Provided training for new fund accountants.

I had left State Street briefly in between year 2005 to join Starhub for a period of 4 months to do data analysis work for mobile plans.

**Deutsche Bank, Singapore Branch**

**Officer, 16 October 2000 to 31 January 2004**

* Prepared invoices for global custody clients.
* Prepared management slides, client report cards, newsflashes, MIS reporting and monthly reports of exceptions to management.
* Performed nostro reconciliation for both cash and securities.

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| **Hobbyist Projects** |

* Developed a set of templates for newsflashes for easy reporting.
* Developed a set of excel templates and an access database to automate the production of out of pocket expense advices for invoicing purposes.
* Developed an access database to do reconciliation between bank records versus fund managers’ records.
* Created sets of cheat sheets and learning materials for clients based on their queries’ profile for clients’ to self help / quick query turnaround.

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| **Salary** |

* Last drawn: SGD 8400 / month
* Expected: Negotiable