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Work Experience:

Development Bank of Singapore (DBS)   October 2019 - October 2020
Offshore Relationship Manager, Consumer Banking Group
- Achieved 100% of sales target as a rookie to be the top achiever in the team during 3rd quarter of the year amidst the coronavirus period.

United Overseas Bank, Singapore   October 2016 – September 2019
Relationship Manager, Personal Financial Services
- Grew SGD 60 million worth of client accounts to SGD 90 million by up-selling and cross-selling UOB's suite of investment products via telesales and face-to-face meetings.
- Generated quality sales leads through proactive initiation and collaboration within internal channels, e.g. property and mortgage specialists, corporate banking and branch operations.
- Achieved >200% of sales target within 2nd month with bank and have consistently achieved quarterly sales target.
- Converted a significant number of inactive clientele to at least SGD 1 million of invested client accounts.

Bank of Singapore (BOS)   August 2015 – September 2016
Marketing Associate Program (Rotational)
- Serviced High Net Worth (HNW) client accounts in fluent Mandarin Chinese via various channels of communication (phone calls, emails, and face-to-face meetings) in the Greater China front office.
- Ensured prompt and accurate delivery of solutions upon HNW clients' requests such as market updates, product advisory, real-time trade executions and fund transfers.
- Collaborated cross-functionally with middle and back offices to streamline processes and offer a one-stop client service experience.

Singapore Exchange Ltd (SGX)   January 2015- June 2015
Intern, Sales and Clients, Retail Investors, Retail Marketing
- Planned various retail events that involved internal and external vendors and marketing budget management.
- Facilitated updating and reporting of business statistics/metrics using Google analytics.
- Significantly increased viewer base of SGX's key marketing product, *SGX My Gateway Newsletter* from 150,000 to 200,000.

Education:

NUS FinTech SG Programme   September 2020 - Present
- Introduction to FinTech concepts, UI/UX design thinking, AI, blockchain and distributed ledger technology, smart contracts, cloud computing, algo-trading (QuantConnect) etc.
- End to end web development using ReactJS as frontend, Express.js as middleware and MySQL as backend.
- Development of CRUD APIs using JavaScript, Postman and open banking developer portals, i.e. Stripe.
- Introduction to Robotic Process Automatic (RPA) and DevOps tools such as UiPath and Docker.

Nanyang Technological University   August 2011 - August 2015
Bachelor of Arts - Sociology (2nd Upper Class Honors)

State University of New York at Stony Brook   January 2014 – May 2014
GEM (Global Education and Mobility) Explorer 2014

Singapore Polytechnic   May 2006 – March 2009
Diploma in Aeronautical Engineering

Competencies, Language Skills and Interests:

- Microsoft Office, CRM from Oracle and Google analytics.
- Programming languages: C++, HMTL, CSS, JavaScript, Solidity, Python.
- Storage and Databases: MySQL, MongoDB, Postman.
- RPA: Zapier and UiPath Studio.
- Front-end: Node.JS, Express.JS, React.JS.
- English (Spoken and Written), Mandarin Chinese (Spoken and Written), Korean (certified Third Language proficiency), Bahasa Indonesia (certified Third language proficiency).
- Basic sport science course (B.S.S) certificate.