

# LUKE WICKENS (ACSI)

23 Baker Close, Buckshaw Village, Chorley, Lancashire, PR7 7BX

+447368 481 653 • lukewickens1@gmail.com

## ***Accomplished financial operations professional with 4 years experience in Investment Banking sector.***

Lead custody transfer specialist adept at increasing performance efficiency, providing high quality bespoke analysis and performing at a high standard. Train, manage and motivate team members to exceed objectives. Develop rapport with senior management, clients and key stakeholders to build consensus and mitigate issues. Proficient with Fiscal, Crest and Microsoft Office; possess Bachelor of Arts in Business Management as well as completing CISI Associate examinations.

### ***Areas of expertise include:***

- Performance Management
- Financial Analysis
- Team Building & Leadership
- Market & Regulatory Knowledge
- Business Process Improvement
- Strategic Planning & Execution
- Proactive problem-solving
- Team Building & Leadership
- Fiscal & Crest

---

## **PROFESSIONAL HISTORY**

### **Fund Pricing Analyst | Marlborough Fund Managers Ltd | Bolton | 03/2019 - Present**

- Daily reconciliation of bank statement and fund information to ensure accurate and correct information between them.
- Investigation of discrepancies between bank records and fund records.
- Posting of management fees and performing any adjustments/investigations that are required.
- Performing necessary tasks to ensure correct prices are distributed to internal and external parties. This includes: Trade and FX contract monitoring/reconciling, obtaining correct asset prices from third party providers, asset price fluctuations investigated, distribution of prices and management information.
- Liaising with internal and external parties to ensure accuracy of information.

### **Trainee Paraplanner | MGP Investment Management Ltd | Manchester | 12/2018 - 03/2019**

- Producing annual and bi-annual valuation reports for clients and advisers (complete with performance assessment, income statements and sector weighting graphs).
- Writing client reports based upon advisers' recommendations (both portfolio performance reports and recommendation reports).
- Setting up new clients on IRESS Adviser Office.
- Using provider systems (Aegon, Transact, Aviva, AJ Bell and Old Mutual) to access client information and provide reports concerning this.
- Accessing provider and IRESS Adviser Office financial information to answer questions relating to specific accounts.
- Using MorningStar Adviser Workstation to produce Investment Management Reports.
- Preparing, sending and inputting Client Fact Find information into Voyant software and performing identification checks.
- Joining advisers in client meetings and product provider meetings and performing detailed note taking to produce file notes.

- Keeping up to date client information and requesting new information once it becomes out of date.
- Answering client calls and completing general administrative duties.

**Company Director | BPDS & Sons Limited | Ormskirk | 02/2016 -**

- Working as contractor to larger transport and logistics companies to expedite day to day running of their operations.
- Proactively resourcing bespoke transport and logistic solutions to enhance customer experience.
- Reviewing current practices to analyse possible implementations that increase business potential and broaden our network of contractors which increase 5 fold within the first 2 years.
- Contacting suppliers, carriers and customers with shipping updates.
- Initiated research on logistics operations, including literature reviews, interviews and site visits.
- Introduced actively managing shipment schedules to maximise productivity and cut costs by 26%.
- Gathering, logging and monitoring all shipping data.

**Senior Custody Transfers Administrator | Investec Wealth and Investment | Liverpool | 09/2012 - 02/2016**

- Performing operational support for high-volume financial institution.
- Received and transferred over 1500 new client portfolios from other major brokers including, UBS, JP Morgan, Barclays, Merrill Lynch and HSBC
- Processing transfers of stock (Crest and paper based) including Unit Trusts, Stock, Bonds etc. on a time sensitive basis.
- Inputting transfers into Crest when eligible.
- Experienced in using Fiscal software to record transactions on client accounts.
- First point of contact for Barclays account transfers, which reduced settlement reconciliation issues from 30 to less than 5 per week.
- Optimising recording procedures to increase transfer handling efficiency.
- Accessed computerised financial information to answer questions relating to specific accounts.
- Document and review files, records and other data to collate information and respond to requests.
- Achieving a broad industry knowledge by continuing education through CISI examinations.
- Working closely with internal departments and other companies to make the transaction process smoother.
- Mentoring new members of the team and provide on the job training to existing members in line with company standards.

---

## EDUCATION

**Bachelor of Arts in Business Management**, Liverpool John Moores University - Liverpool (2011)

Studied with modules in Arabic finance.

**A-Level Examinations**, Ormskirk School Sixth Form - Ormskirk (2008)

- Business Studies – B
- English Language – C
- History – C
- General Studies – D

**GCSE Examinations**, Ormskirk School - Ormskirk: **2 B's, 6 C's, 1 D.**

---

## CERTIFICATIONS

**Chartered Institute of Securities and Investments (CISI)**

- IOC Level I - Introduction to Investment - Pass Merit
- IOC Level II - Financial Regulations - Pass
- IOC Level III – Collective Investment Scheme Administration – Pass

**Chartered Insurance Institute (CII)**

- R01 – Financial Services, Regulation and Ethics - Pass