**Nadezhda Ustina**

**Phone** +7-996-620-22-63

**E-mail** [ustinanb@gmail.com](mailto:ustinanb@gmail.com)

**Position**

Client Onboarding Specialist, Account Manager, Electronic Trading support, Compliance manager, Middle Office Specialist, Customer Service specialist, Sr. Relationship Manager, Key Account Manager

**Education**

* 1. Tyumen State University, Surgut branch,

Department «Credit and Finance»

**Experience**

**08.2018- 02.2020 Ninja Trader Brokerage, Chicago, IL, USA, Inside Sales Associate**

NinjaTrader™, LLC is a leading provider of award winning trading technology and brokerage services for active traders

* Worked with prospective clients via phone calls and emails and followed up on pending client requests
* Supported opening of futures accounts and reviewed client accounts, including cash balance, securities and asset values
* Verified clients documents for the first step KYC and AML procedures
* Coordinated with clients all necessary setup with a trading platform
* Revised all daily control e-mails to insure that any breaks, outages, or issues were resolved for all clients on daily basis
* Resolved client inquiries regarding trade issues, IT queries, collateral management, assets, client reporting, cash breaks, etc.
* Onboarded process for new options and products for clients and set up commissions charge
* Investigated different cases with cooperation Legal and Compliance departments upon request from external organizations

**12.2015 – 08.2018 Freelancer (Chicago, IL, USA)**

Proprietary Trading Firms, Hedge Funds and Investment Companies, Remote

* Reconciled global exchanges and instruments, including equity, bonds, FX Swaps and derivatives
* Recalculated brokerage commissions; reported unrecognized costs to clients
* Worked collaboratively with brokers, operations, trading, onboarding, and compliance team
* Controlled morning trading limits, check custodian/cash position and, if necessary, confirmed with brokers
* Contacted brokers regarding current issues, such as missed trades and incorrect commissions
* Reviewed reports to ensure data was accurate, trades were uploaded, and cash & shares were reconciled
* Provided documents for financial institute upon request, including clients reports, full list of trades, commission schedule, paid commission, brokerage agreement, bank account statement, and cash & shares movement
* Updated documents for KYC and AML process and provided accurate information to broker in timely manner
* Kept electronic documents up to date

**04.2010 – 09.2015 Renaissance Capital, Client manager**

* Client base over 250 people
* Client assets over 100 M Dollars
* Working with the existing customer base
* Clients of Russian and international jurisdictions: individuals, legal entities, hedge funds, banks, investment companies.
* Clients of the Russian legal field and offshore jurisdictions: individuals, legal entities (professional market), hedge funds, banks, investment companies.
* Prime Brokerage, Electronic Trading, Low Latency High Frequency Trading, Direct Market Access (DMA) to Russian and Int'l Markets, HFT Solutions
* Developed of the relationships with customers: launched of new customer products, testing, and adaptation of new products in cooperation with a client; managing the process from presenting the technical task, coordinating its implementation within the Firm to its final introduction to the clients
* Discussed of the details and specific features of the product and optimization
* Adapted of innovations of different exchanges to the Firm's internal processes and its constant monitoring
* Communicated with the various internal departments: Treasury, Legal, Sales, Risk Management, REPO desk, client on-boarding team. Improving internal processes aimed at business profitability
* Increased efficiency of internal processes by automation
* Used variety of systems for uploading trades and necessary information
* Customer enhancement aimed at increased trading activity. Maintaining awareness of relevant products and services available from the Firm's sources in order to provide the best solutions for clients and maximize revenues for the whole Group (IPOs, structured products etc.)
  + - 1. **Brokerage group «MRC», Client manager**
* Client base over 50 people
* Client assets over 10 M Dollars
* Working with the existing customer base. Clients of the Russian legal field: individuals.
* Coordinated and executed day-to-day client service and quality account management, including engagement of appropriate resources and team members Prepared of documents for accreditation at the MICEX-RTS
* Evaluated client risks, loss experience, and financials to develop solutions, articulate impact of options, leverage analytics and make recommendations to clients across product lines Arranged and monitoring of business processes of customer service
* Kept current on client issues, industry and market trends
* Managed contract reviews; created 50+ new business processes

**02.2009-07.2009 «Financial and investment group» LTD; Client manager**.

* Worked with the existing customer base. Clients of the Russian legal field: legal entities in need of business financing.
* Supervised full cycle from collecting documents to negotiation and signing agreements for 50+ clients’ loans
* Collected, reviewed, and analyzed documents for loan, overdraft, leasing, and other credits products
* Implemented AML and KYS procedures; prepared management and financial reports upon request of credit companies; prepared and submitted 45+ management reports Formation of client cases and supervision of the credit history
* Managed 350+ client cases: analyzed credit history, created electronic database, entered client cases on system and maintained information up to date
* Coordinated clients requests with cooperation financial managers credit organizations

**Advanced training and courses**

10.2018 Series 3 Exam-National Commodity Futures

12.2015 Financial Markets and Institutions course

12.2009 FCSM 1.0 Qualification Certificate

10.2008 "Skills of effective interaction with customers" course

* 1. "Effective sales" course

**Additional information**

Languages: English, Russian

Experienced user: MS Office Suite (Excel, Word, PPT), Calypso system, and Trading software (Quik and Back Office Qort), Bloomberg, Salesforce (CRM), Ninja Trader Platform, CQG, Help Spot

**Personal data**:

**Trading experience** -MICEX, FORTS, LSE IOB, CME (all groups), ICE US, ICE UK, EUREX;

**Key Skills**: Investment banking, Brokerage operations, Customer Service, Middle and back office, Settlements procedures, New Accounts, Compliance.

Proactive, result-oriented, fast learning, communication skills.

Capable of managing a team and maintain a high level of motivation.

**Recommendations**

Mr. Walter Sledz – Director of Sales at Ninja Trader. Reationship- Line manager. Contact information e-mail- walter.sledz@ninjatrader.com, phone- +1(312) 262-1289

Ms. Lourdes Gonzalez- Head of Talent and Leadership Development Relationship- Coach and mentor, Volunteer in Upwardly Global, Contact information- phone-+1(312)315- 3172

Mr. Vasily Frolovichev-Head of Electronic Trading Department at Renaissance Capital.

Relationship- Supervisor. Contact- e-mail- vfrolovichev@rencap.com, phone- +7-495-258-77-67