**GIRAFFE**

**Work Experience:**

**CITCO Fund Services (17 Feb 2014 – Current)**

**Account Manager, AVP**

- Manage a team of 7, including 2 supervisors and up to 5 fund accountants.

- Ensure clients expectations and agreed SLAs are met.

- Be the main point of contact for client escalation.

- Developing and maintaining relationships with Investment Advisors/Managers.

-  Escalating all material issues affecting the NAV process or client relationship to the Senior Account Manager.

- Reviewing Net Asset Value calculations and associated reports.

- Review Funds’ Private Placement Memorandum when necessary.

- Reviewing and authorizing payments Funds’ expenses.

- Assist in coordinating fund’s annual audit and financial statements preparation.

- Assist in Corporate Secretarial duties for accounts that subscribed to the service. This includes co-ordination and preparation of the board papers, attending funds’ board meetings and reviewing minutes of the meetings.

- Working closing with team’s supervisor to identify and implement relevant training needs for the team.

- Holding monthly informal 1 on 1 with team members to ensure concerns within the team are addressed.

- Perform periodic performance review on team members.

- Liaise with offshore team to ensure outsourced functions are performed in accordance to requirements.

**Other duties**

- BCP coordinator: Represent department to co-ordinate firm- wide BCP exercise.

- Help roll out new reporting system to department, by liaising with development team and providing training.

- Help roll out new finance related system, including providing training and performing UAT.

**StateStreet Bank and Trust (26 Jul 2010 – 27 Sep 2013)**

**Fund Services Manager**

- Oversee a team of 12, which 4 includes assistant managers and 8 fund accountants. Duties includes:

- Handling day to day custody related queries raised by clients, including trade status, trade instructions, and asset transfers.

- Handling day to day issues raised by the team.

- Providing coaching to junior staff on various securities custody related processes and services.

- Team is responsible for daily oversight of custody operations of 80 funds belonging to 13 clients and also the delivery of daily valuation reports in a timely and accurate manner, risk management, liaising with various outsourcing teams and centers of excellence to ensure various custodial and fund accounting related tasks are completed.

**UBS AG (3 May 2005 – 22 Jul 2010)**

**Global Keylink Services in Singapore (Jan 2009 – Jul 2010)**

* **Client Relationship Manager, UBS Keylink**

-  Daily responsibilities includes setting up client on e-banking tool (UBS Keylink), ensure clients queries are answered in a timely manner while maintaining clarity and accuracy.

-  Meeting clients to understand their processes better and if possible propose better ways of using existing UBS Keylink functionalities to help client increase efficiency.

- Meeting clients to understand their new business requirements and if possible propose on how they can leverage on UBS Keylink capabilities to be part of their operating model.

- Identify knowledge gaps among users, through the daily queries received from users and propose training for users to help users to be more familiar with UBS Keylink.

- Work closely with counterparts in other locations to provide seamless service to clients as team adopts “follow the sun model”

- Main modules supported are for Payment, FXMM and for Securities.

**Securities Operations (Singapore: May 2005 to May 2006, Sydney: May 2006 to Jan 2009)**

* **International Settlements**

- Daily responsibilities includes Clients Servicing, Settlements for international trades, Asset Transfers, Corporate Actions, Daily Cash and Stock Reconciliation

* **MIS reporting**

- Monthly reporting of department’s trade volumes, Risk Indicators and Service levels indicators.

- Responsible for error financing cost of the department and regional reporting of department’s errors and loss figures

**• Power of Process Representative for department**

-  Assist in co-coordinating department's efforts to streamline processes through simple changes that do not require system enhancements.

**• Client Services**

-  Investigating and responding to queries from Wealth Management Relationship Managers

-  Assist in implementation of client query and investigation system

**OCBC Bank (4 Nov 2004 – 22 Apr 2005)**

**Senior Officer, Treasury Operations Projects**

- Manage projects initiated by the department, including system enhancements by liaising with various processing teams within the department

- Represent department in project committees for bank-wide projects.

**Deutsche Bank / StateStreet Bank and Trust (1 May 2002 - 3 Nov 2004)**

**• Senior Fund Accountant**

- Manage client’s portfolios’ daily administration and provide monthly net asset valuation of the portfolios.

**• MIS reporting**

- Report to Regional Offices on related Cost & Revenue, Risks and other Service Level Indicators.

- Analyze and investigate on department’s Cost & Revenue Variances.

**• Business/ User Support Officer**

- Prepare invoices for Custody Services rendered, Performance Reporting and Monthly Reconciliation.

- Maintain Information in core system used by the department.

**Education:**

**National University of Singapore (Jul’99-Dec’01): Bachelor in Business Administration**

• Pass with Merit, with distinctions in Accounting, Managing Personal Assets & Finance and Business Finance.

**Jurong Junior College, Singapore (Mar’95-Dec’96) : GCE A’ Levels**

• With distinction in Mathematics.

**Queenstown Secondary School, Singapore (Jan’91-Dec’94): GCE O’ Levels**

• With distinctions in Mathematics.

**Co-Curricular Activities**

• Head Prefect Councilor (1994) in Secondary School.

• Actively participated and represented Schools, College and Varsity in Bowling, Track & Field and Volleyball

**Other abilities:**

• Proficient in Microsoft Office, Excel

• One who thrives under stress

**Interests:**

• Sports: Mainly Tennis, Volleyball, Running