



ANH PHAN

PROFILE

- Full-time student in Poland. Will be graduated in 2021.
- Have professional experience in cash management and financial products, KYC, AML/CFT, customer service in international banking institution. Be proficient in financial messaging formats on SWIFT.
- Think smart and act fast. Willingness to take ownership and responsibility to accomplish goals.

SKILLS

Soft skills

- Analytical thinking
- Interpersonal and organizational working
- Effective in both Independent and collaborative working
- Strong communication and well customer-oriented
- Multitask ability and time management.

Languages

- English (proficiency)
- Vietnamese (native)
- Polish (beginner)

Computer

Microsoft Word, Excel, PowerPoint, Outlook, Photoshop, Windows, SPSS.

Database

SAP CRM, SWIFT, Actimize, World Check, Factiva.

CONTACT

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📍 Warsaw, Poland

EDUCATION

Warsaw School of Economics (SGH) [2018 – 2021]

Master of Global Business, Finance and Governance

Van Lang University [2002 – 2006]

Bachelor of Finance and Banking

CAREER HISTORY

DBS BANK LIMITED, HO CHI MINH BRANCH

Specialist – Technology and Operations department (Feb – Sep 2018)

- Monitored transactions on SWIFT, clearing system, central bank system. Controlled funding projection and FX transactions. Checked documents against transactions for legal and regulatory requirements.
- Maintained close connection with clients, and other stakeholders to resolve issues. Provided support and responds to customer's queries
- Built up business plan and payment strategy for the team of operation. Reviewed team member's cases for further support, escalation or closure.
- Processed AML transaction monitoring. Monitored analysis of transactional information to identify risk, fraud, and threats of financial crimes. Generated reports to regulatory authorities.

MUFG BANK, HO CHI MINH BRANCH

Specialist – Transaction banking department (2015 – 2017)

- Developed channels and designed solutions for trade finance, cash management, payments, and receivables to meet customer's needs.
- Coordinated project team: conducted business analysis, system testing and evaluating, and assisted go-live process. Implemented business plan for team and handled project reports. Managed project for achieving results on time and meeting stakeholders' expectation.
- Planned, monitored, and drove sales of transaction banking products to accomplish business target.
- Worked as client point of contact to discuss technical and operational aspects of transactions.

Key achievements

- Improved 50% of transaction of onboarding customers and 30% of transaction of new customers in 2016 – 2017.
- Implemented successfully of several regional projects such as Time Gross Settlement (TGS), SBV reporting automation, AML reporting automation, Auto FX and funding reports, VAT issuing tool, etc.

Training/ Development

Leadership Workshop, Operational management, KPI, PMS management, Project management, time management, information security.

References

Will be provided upon requirement.

Specialist – Cash management (2011 – 2015)

- Managed workflow and transactional settlement on clearing and interbank system together with funding, cash, and FX settlement. Being proficient in financial messaging formats, including payments, cash management, treasury.
- Took responsibility in system testing and evaluating for project of core-system enhancement.
- Reconciled GL accounts, Nostro / Vostro accounts. Handled regulatory reports to state bank and head office.
- Resolved issues and customer complaint. Consulted customer in transaction process.
- Performed risk analysis of transactions. Reviewed data and evidence against nature of payments to investigate potential crimes and suspicious transaction.

Key achievements

- Obtained highest rate of performance from 2012 to 2017
- Award for the best team leader in 2016 – 2017

Analyst (2007 – 2010)

- Performed KYC screenings on new customers and information obtained on on-boarding clients which are required by KYC procedures.
- Monitored booking and checking documents.
- Handled account opening and account maintaining. Conducted customer data collection and verification.
- Provided customer service directly through counter. Controlled cash box.

CV Consent

I agree to the processing of personal data provided in this document for realizing the recruitment process pursuant to the Personal Data Protection Act of 10 May 2018 (Journal of Laws 2018, item 1000) and in agreement with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).