






CLIENT SUPPORT OFFICER


MiaoMiao
Beaudouin


 Trilingual


 Adaptability


 Organized


 Interpersonal Skills


 File Management


 Works well under pressure

 Dedicated Team Player

 Accurate and detailed

 miaomiao@oav.net

 +33 6 6725 3271

 May 5th 1983

 FR,CN,EN

 SONGJIANG
SHANGHAI
CHINA

Experiences

Since Apr 2023
Luxembourg

CRM Support Officer, Pictet & Cie (Europe) S.A..

CASH ORDER'S ANALYSIS
PAYMENT PROCESSING
CLIENT RELATIONSHIP

- > Verify incoming payment orders & documents submitted by EAM for processing
- > Analyse KYT purposes
- > Call back to avoid fraud attempts
- > Conduct data entry for payment transactions
- > Liaise closely with CRO, CRM, internal client register, payment department & EAM
- > Participate & contribute in client events

Oct 2022 - Mar 2023
Luxembourg

Office Manager, Livista Energy Europe S.A.

OFFICE MANAGEMENT
ADMINISTRATION
PERSONNAL ASSISTANT

- > Order office supplies
- > Manage relationships with office suppliers
- > Absence workbooks
- > Expenses tracking
- > Organization charts
- > Meal vouchers ordering
- > Financial & accounting administration
- > Invoices, salaries and expenses input into banking system
- > Filing and archiving contracts, proofs of payments, ...
- > Personal administrative tasks for COO
- > Complex international travel arrangements for the team

Jul 2018 - Aug 2022
Luxembourg

PAYMENT BOOKINGS
SWIFT
TRANXEN
DUBLIN

Billing, MUFG Investor Services

- > Reception of incoming payments by SWIFT
- > Payment bookings in Tranxen system
- > Update of different payment status
- > Manual intervention on invoice creation & 4 eyes validation
- > Monthly reconciliation and payment for all Sub-custodian fees
- > Dublin funds invoices creation

Feb 2018 - May 2018
Luxembourg

HO REPORTING
BOARD PREPARATION

Compliance & Administrative Assistant, Bank of China Luxembourg S.A.

- > Monthly & Quarterly Head Office reporting
- > Coordination between every Bank's departments on the compliance matters
- > Monitoring potential AML issues in the Bank's system "Siron Embargo"
- > Assistance of the Board Secretary in preparing the Board meetings materials

Oct 2017 - Jan 2018
Luxembourg

MASTER ENTITY DB
AUTOMATIC INVOICING SYSTEM

Associate, Data Management & Systems Support, BRE Europe (The Blackstone Group)

- > Master Entity Database users, contacts and vendors updates
- > Incoming invoice checking
- > Minutes of international conference calls

Nov 2012 - Jul 2017
Paris

FILE MANAGEMENT
SHARE MANAGEMENT
COMMERCIAL ASSISTANT

Back Office Manager, Marne & Finance

- > File management of subscription contracts in the field of commercial real estate
- > In charge of share repurchase and payment schedules
- > Invoice management of wealth advisors
- > Coordination of logistics for commercial meetings

May 2011 - May 2012
Paris

BANKING
PORTFOLIO MANAGEMENT
SALES

Account Manager, Bank of China Paris Branch

- > Counter operations: credit card, check, cash deposit & withdraw, ...
- > Account opening & closing, KYC, risk management
- > Banking products consulting

Dec 2010 - Mar 2011
Paris

PRESS, BLOOMBERG
SUMMARIES

Chief Economist assistant, Tradition Securities & Futures

- > Newspaper review (Financial Times, Wall Street Journal, New York Times, ...)
- > Financial markets and global economy reports

May 2010 - Dec 2010
Paris

Back Office Agent, HSBC France

EMTN EQUITY
FILE MANAGEMENT

- > Flow calculation of EMTN Equity
- > Document establishment and review

Sep 2008 - Jun 2009
Paris

Chinese Teacher, ECE Paris

INTERMEDIATE CHINESE

- > Establishing teaching pamphlets
- > Training and evaluation of engineering students with different levels

Education

2011
Paris

MBA Finance & International Markets, Institut Supérieur de Gestion

2008
Paris

Master 2 Economy & Societies in Anglo-American countries, Université de la Sorbonne Nouvelle Paris III

2005
Shanghai, China

Bachelor English, Shanghai International Studies University

Miscellaneous

Car B Driving License
WeChat MiaoB83