

To Whom It May Concern:

My name is Janelle, and I am a Singaporean (Singapore Passport) looking to relocate to Belgium, Ghent to join my partner, who is a Belgian living in Ghent in the long term. I graduated in 2007 and hold a Bachelor Degree in Banking and Finance, University of London. I left my previous position as Assistant Vice President in HSBC Securities Services China, Guangzhou in June. During my tenure, I oversees the daily operation and leadership management of 3 teams for accounting and valuation of Pension Funds, ETFs and QDII portfolios.

After graduating with my degree, I have been working in the finance sector in Singapore for close to 8 years before relocating to China, Guangzhou; building my career in the Fund Administration. I have established strong and concrete industrial experience in this niche field of work. My main expertise is net asset valuation of various types of funds as well as cash and trades reconciliation. I have a strong knowledge in financial instruments such as equity, fixed income, FX and derivatives products. Back and middle office operations, processes and efficiency enhancements are part of my career experience as well. At the same time, I am a team leader for close to 7 years.

It was a hard decision to leave my position in China and relocate to Belgium, specifically Ghent especially when I just moved to Guangzhou to build my career a year ago. Nonetheless, I am feeling more excited rejoin my partner and experience new culture, especially my partner's home country. I have visited Ghent in October last year and found it to be a very beautiful city. I understand that it may be hard to look for a position that would fits my experience perfectly. However, I consider myself as open and highly adaptable and am open to opportunities not just to finance. Being bilingual in English and Chinese, both written and spoken, I believe this would be an edge for me in companies dealing in international and Chinese market.

I am currently in Belgium, Ghent and living with my partner until November. During this visit, I am looking out for job opportunities and taking Dutch classes 4x a week in the morning which would be helpful in living and working here. Hopefully, I would be able to secure a position that will allow me to stay in Ghent with my partner with a work permit visa. Otherwise, I will head back to Singapore in early November as mentioned before my tourist visa expires and return next March to settle in Ghent officially in the long term with my partner.

Sincerely thank you for your time and looking forward to hear from you if you find my profile interesting and suitable.

Best regards,

Janelle Lim

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Career Summary

Experienced Account Manager in fund administration of 8 years; expertise in reconciliations and fund valuation, client servicing and people management. Strong knowledge in wide spectrum of financial products across various asset classes - Equity, Fixed Income, OTC derivatives, FX and their market settlements and events. Client portfolio includes Hedge Funds, Mutual Funds and Pension Funds. A hands-on individual who always seek to enhance efficiency and accuracy of processes.

Education Background / Other qualifications

SIM - University of London BSc Banking and Finance (2 nd Lower Honours)	2004 – 2007
ACI-SMU FICs - Professional Certificate in Financial Markets Operations	Dec, 2011
CFA Institute - Claritas Investment Certificate (now known as Investment Foundations Certificate)	Aug, 2014

Professional Experience

Hongkong Shanghai Banking Corporation, Securities Services (China, Guangzhou)

Assistant Vice President (Accounting & Valuation) May 2017 – June 2018

- Manages 3 teams under Pension Fund Sector, total of about 30 staffs with 3 direct reporting managers. Coaching and development of direct reports and key members in 3 teams, staff management and resource allocation.
- Task migration planning and oversight of project timeline; negotiating with stakeholders and come to agreement on SLA and timeline. Monitor progression, identify and managed operation risk in the process until migration fully completes.
- Liaise with various business stakeholders for process migration, new business allocation, system challenge and enhancements, Business Continuity Plan
- Preparation of management reports – KPI, Resource Utilization, department updates for committee meetings
- Active involvement in group projects for process enhancement and culture building – planning and execution
- Error governance for improvement on quality and accuracy, training and sharing sessions with teams.

Conifer Financial Services (Singapore)

Vice President (Middle Back Office) June 2015 – Oct 2016

- Month end portfolio pricing and checks / NAV calculations / fees accrual / investment compliance
- Set up management fees accrual calculation based on IMA
- Review and sign off investment compliance checks
- UAT for new systems - providing feedbacks and suggestions for improvements
- Responsible for external auditors' queries and requests
- Team management, work allocations, conducting one to one meet ups

Citico Fund Services (Singapore) Pte Ltd

Account Manager (Middle Office) Mar 2014 – May 2015

- Day to day management of team of 12 - staff recruitment, appraisals, one-on-one meet ups, leave schedule and coverage planning, work allocation within team, formal training on business knowledge and skills, development of potential staff
- Effectively managed migration work from other offices and in-charge of new client launch within timeline
- Complied statistic reports for senior management on work efficiency, OT, FTE
- Review and enhance current procedures to streamline and improve overall efficiency. Ensuring process and procedures adheres to global guidelines and policies
- Client relationship management – answering clients' queries and liaising with clients/brokers/custodians for breaks resolution, ensuring high standard of service level is maintained
- Responsible for review and month-end sign off for cash and position reconciliations
- Main point of contact and escalation for the team's operational system issues/hurdles. Liaise with various support teams to resolve such issues in a timely manner, reducing any impact to SLAs to minimal

Supervisor (Middle / NAV Accounting)

Jan 2012 – Mar 2014

- Provide support to manager for day-to-day operations, manage and oversee team of 13
- Trained and developed potential candidates for senior and supervisory roles in the company
- Conducting training for team on advanced topics such as NAV accounting, OTC instrument setup, Option expiry/exercise, corporate actions and operation transfers
- Reviews of financial packs – P&L analysis review, fixed and variable fees schedule and accruals
- Establish procedure on OTC security setup in system against term sheets

Senior Operations Analyst

Jan 2011 – Dec 2011

Operations Analyst

May 2010 – Dec 2010

- Prepare and deliver cash reconciliation for client's funds within the agreed SLA
- Breaks resolution for all open items with brokers and clients
- Prepare and organize trade files sent by client and ensuring all trades are loaded into Aexeo on a daily basis before reconciliations, resolve any unloaded trades if any
- GLs bookings for specific clients
- Reviewing of deliverables prepared by teammates, eye for details for any errors or incorrect breaks reflected/comments before delivering to client
- Providing on-the-job training to new members and undertakes the role of mentor
- Troubleshoot system or any application issues with support team. Assist clients to resolve their technical or system issues
- In charge of team's migrations and new fund launches assigned to team, working alongside various support groups internally as well as brokers and clients externally to ensure smooth migration and fund launch
- Handling Internal/External audit requests

Citibank N.A Singapore

Transaction Service Associate

Mar 2008 – Apr 2010

- Create SWIFT messages interbank cash TT
- Ensure transactions are executed in a timely order
- FX booking for clients via CITI internal booking systems with vigilance and accuracy or with CITI Treasury dealers through phone
- Liaise with RMs, RAs for credit issues and compliance checks
- Adjustments of client's account for refund of charges or return of funds
- Maintenance of SWIFT codes in FTI to enhance STP rates / UAT
- Training of new hires

Additional

Languages: English and Mandarin (Spoken/Written)

Citico Specific systems: Aexeo, ART, Lens, AXI

Other Applications: Bloomberg, Geneva 10, Multifonds, IMS, TLM, Electra Recon Tool, Microsoft Office Applications