

ANN J EXAMPLE

2 Any Road, Any Town, AN1 1CV

Telephone: 0111 999 5555; Mobile: 07777 111 222; Fax: 0111 999 6666

Email: ann.example@hotmail.com

PROFESSIONAL PROFILE

A dedicated and self-motivated professional with extensive experience in financial services and investments. A skilled administrator who specialises in identifying and rectifying discrepancies and issues requiring accuracy and attention to detail at all times. Able to demonstrate an excellent working knowledge of the legislation appropriate to working in financial services with the proven ability to ensure full compliance therewith. Possesses excellent interpersonal skills and the ability to communicate concisely and articulately with clients and colleagues alike. Enjoys being part of a successful and productive team whilst demonstrating strong leadership potential in a highly competitive and demanding industry sector.

CAREER SUMMARY

2006–date FUND RECONCILIATIONS ADMINISTRATOR City Investment Services, London, UK

- Reconciling hedge funds, capital funds and OIECs and working with internal departments and clients to rectify discrepancies in valuations and cash flow statements
- Calculating the daily variance on current hedge funds to ensure that adequate stock coverage is maintained
- Calling FXs in order to clear outstanding currency accounts as well as spotting and placing new forward hedge amounts
- Monitoring cash flow activities and ensuring the accuracy of deposits and withdrawals on the in-house systems
- Investigating differences between principal custodian and in-house records of stock including identifying corporate actions, applications and transfer of assets which may cause the discrepancy
- Providing a prompt and appropriate response to client queries relating to reconciliations and calculations

2001–2005 SENIOR ADMINISTRATOR/ADVISORY SERVICES EXECUTIVE The Portfolio Service, Australia

- Releasing preserved or unrestricted monies, according to client instructions, via direct credit or by rolling over to other fund managers and utilising in-house systems to sell investments
- Handling deceased estate portfolios involving liaising with families, trustees and the in-house legal team to ensure fair redemption of accounts by external transfer or switching to a new account
- Adhering to Financial Services Regulation Authority legislation which stipulates what funds are restricted according to the age and tax status of the client
- Investigating and resolving problems and complaints relating to client portfolios, including those relating to poor investment performance and administrative errors, involving liaising with internal administration, legal and investment departments
- Utilising expert knowledge of Superannuation, Pension and Personal Investment products to resolve issues relating to fee structure, investment information and product disclosure statements
- Supporting the planner network and client base whilst facilitating compliance with the Financial Services Reform Act and legislation
- Additionally responsible for the provision of training, support and advice to new and existing members of staff
- Achieving formal recognition for performance by being nominated as the Employee of the Quarter in 2002 and 2003

CAREER SUMMARY cont.

1998–2001 SENIOR ADMINISTRATOR – FUNDS MANAGEMENT Mercantile Mutual, Australia

- Undertaking all administrative duties associated with funds management including opening new Superannuation accounts, investing or switching funds, banking deposits and withdrawing funds
- Corresponding in writing with employers regarding minimum contributions and employee account information
- Primarily investing in low-medium risk managed investment schemes including property trusts and international share funds
- Managing relationships with financial planners, clients and internal departments to support the resolution of administrative issues relating to Superannuation accounts in accordance with Service Level Agreements

1996–1998 ACCOUNTS CLERK, City Club, Australia

1995–1996 JUNIOR CLERK, National Credit Union Insurance, Australia

EDUCATION AND QUALIFICATIONS

Higher School English, Mathematics, Business Studies, Economics & General Studies

PROFESSIONAL DEVELOPMENT

- IAQ (New Financial Regulation including the Mifid Legislation) (Ongoing)
- Introduction to Securities & Investment, Securities & Investment Institute (2007)
- Compliance Courses in: Risk Management & Insurance Products, Stock Market & Products and Understanding the Finance & Investment Industry (2002)
- Retirement Income Streams Level I, Investment & Financial Services Association Ltd (2002)
- Certificate of Superannuation Management, Macquarie University (2001)

IT SKILLS

- Proficient in: Word, Excel, Internet & Email

PERSONAL DETAILS

Nationality Australian/Canadian
Driving Licence Full/Clean
Interests Swimming (Qualified Instructor and Swim & Survive Instructor), Waterpolo (1st & 2nd Grade Representative), Music, Cinema & Reading

REFERENCES ARE AVAILABLE ON REQUEST