

Brian Tseng

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PROFILE

Hello My name is Brian. My resume will show that my career to-date has been in the PB Operation, Settlement Division at leading banking and financial institutions in Hong Kong. I have developed myself extensively in the areas of Teller Role, Equity, OTC Bond, ELN, Money Transfer process and FX/MM settlement. I believe that it is now time to seek opportunities to develop my career in more depth in my specialized field.

I worked extremely hard, and in many instances, co-managed and independently completed the approval process. I have worked at leading banking and financial institutions, including Wing Lung Bank Ltd, HSBC Private Bank, Rabobank, AIG Private Bank, Wells Fargo Bank HK Branch and China Construction Bank (Asia) Corporation Limited.

As a team player, I'm good at communication with people who have different opinions and am patient in resolving conflicts between team members. In fact, I believe that developing key relationships with clients and coordinating well with colleagues are essential in completing a task successfully.

Although I work very well in a team, I also believe that my ability to stay motivated and manage work under extreme pressure has been and will be valuable to my employer.

Thank you for your attention. I hope that my brief introduction will develop enough areas of mutual interest to warrant further discussion. I therefore look forward to hearing from you soon. Please do not hesitate to contact me should you require clarification and/or additional information.

EDUCATION BACKGROUND

Academic qualifications:

Yan Chai Hospital No.2 Secondary School Form 1 to Form 5 (1990-1995)

WORKING EXPERIENCE (Hong Kong)

2021 (Jan) – 2024 (Jun)

China Construction Bank (Asia) Corporation Limited

Post: Manager, Payment Services in Operation Division

Responsibilities:

- Perform 4-eyes checking on inward and outward remittance and re-transfer payment, and wire investigation cases
- Ensure operations are in compliance with guidelines, legal and regulatory requirements
- Review workflow and standard operating procedures
- Streamline operations process and workflow to improve effectiveness and efficiency
- Support SWIFT messages routing and management
- Supervise and motivate team members to properly perform routine and ad hoc works
- Perform intra-day and end-of-day control to ensure works are completed within established guideline
- Provides processing support on securities related operation tasks such as trade matching, CCASS operations, corporate actions processing
- Make disposition on possible OFAC/Sanction hits on SWIFT messages
- Respond to email and phone escalation and complaints from branch/internal department

- Liaise with Reconciliation and Accounting team to identify and rectify breaks
- Deliver training and provide mentoring for new joiners
- Participate in the migration process of the upcoming in-house operation system
- Validating UAT result to ensure new operation system works as per user requirement
- Perform UAT on ISO20022 migration project

2016 (Mar) – 2021 (Jan)

Wells Wells Fargo Bank, N.A. Hong Kong Branch

***Post:* Customer Service Representative, US Customer Care Unit**

Responsibilities:

- Conduct wire investigations on correspondent payment
- Respond timely and accurately to SWIFT inquiry (MTn99) received from customer and other financial institution
- Follow up rejected payment from wire processing team. Execute payment with revised instruction via appropriate payment channel (SWIFT/CHIPS/Fedwire)
- Process MT191 charge claim from correspondent bank
- Acting as first point of contact for internal teams on FX payment operation issue
- Liaise with Dealer, Middle Office and System Support team to identify and fix front-to-back office/Nostro breaks
- Respond to email escalation and complaints from internal and external customer
- Handle email inquiry from internal counterparts, make escalation to management team if necessary
- Report suspicious items to Compliance team
- Participate in BCP drills and UAT testing
- Back-up other colleagues of the team.

2015 (Oct) – 2016 (Jan)

BOCI International Holdings Ltd

***Post:* Contract, Private Banking Operations**

Responsibilities:

- Handling daily Loan and Deposit transactions.
- Handling inward remittance & outward remittance.
- Support account opening team.
- Follow up & update clients document i.e. CRPA, PI, W8Ben
- Prepare clients confirmations, Investment Rationale Letter.
- System UAT testing.
- Back-up other colleagues of the team.

2013 (May) – 2015 (Aug)

Lalique Asia Limited c/o Lalique Maison

***Post:* Salesman**

Responsibilities:

- Provide a consultancy / professional service to clients.
- Selling the ART DECO style's furniture and textile.
- Selling the Crystal interior design product i.e. the chandelier, table & panel.
- Selling the Wine glasses, perfume and the figurines.
- Random checks of store level as to control losses, spoilage, damage and obsolescence.
- Carries out monthly stock take of store items.
- Answering questions and phone calls from the clients.
- Maintenance clean & tidy up the showroom and the store room.
- Back-up other colleagues of the team.

2012 (Jan) – 2013 (Feb) Chow Tai Fook Jewellery Co Ltd
Post: Sales Representative

Responsibilities:

- Provide a consultancy / professional service to clients.
- Selling the fine jewellery, gold and sub production.
- Back-up other colleagues of the team.

2010 (May) – 2011 (Nov) Lotus Employment Agency
Post: Assistant Sales Manager

Responsibilities:

- Provide a consultancy / professional service to clients.
- Selling the company sub production.
- Explain the law & condition of Labor Department.
- To cooperate and contact with clients & maids (HK, Indonesia & Philippines.)
- Handling & solve the problem and requirement of labor relations in between ER & EE.
- Train up new staff on daily processing and settlement.
- Back-up other colleagues of the team.

2007 (Jul) – 2009 (Mar) AIG Private Bank Hong Kong Branch
Post: Officer, Operation Settlement

Responsibilities:

- Shares trade processing – ensure the integrity of trade details in systems (ALL trade markets).
- Handling client's stock transfer, CD Bond, OTC stock Option and Accumulator.
- Checking and Prepare settlement & fund transfer instructions for matched trades.
- Handle trade enquiries from marketing staff, traders (Hong Kong, Shanghai, Singapore and Zurich main Office) and brokers/custodian.
- System testing.
- Train up new staff on daily trade processing and settlement operations.
- Back-up other colleagues of the team.

2007 (Jan) – 2007 (Jul) HSBC Private Bank (Suisse) SA
Post: Officer, Regional Settlement

Responsibilities:

- Shares trade processing – ensure the integrity of trade details in systems mainly in HK, US, Canada & Europe markets.
- OTC and Exchange Listed Stock Option deals processing and settlement of option exercise.
- Prepare settlement & fund transfer instructions for matched trades.
- Handle trade enquiries from marketing staff, traders (Hong Kong, Singapore and Shanghai Office) and brokers/custodian.
- System testing.
- Train up new staff on daily trade processing and settlement operations.
- Follow up with broker or related parties for amendment or non-receipt of trade confirmation.
- Back-up other colleagues of the team.

2006 (Aug) – 2007 (Jan) Rabobank International Hong Kong Branch
Post: Officer, Equity Derivatives Operation

Responsibilities:

- Update log for new trade OTC, Discount Share Purchase Program & ELN.
- Check the booking details from London office & middle office.
- OTC, DSPP & ELN deals processing and settlement of option exercise.
- Arrange payment for settlement and debit stamp duty to client's account accurately.
- Inform Amsterdam office to arrange settlement instructions to custodian.
- Follow up settlement result – check with relevant department (Amsterdam office) / custodian, inform clients of any failed settlement.
- Handling customers inquires.
- Stationary ordering for the team.
- Preparing and checking the economic terms of pricing supplements.
- Fax the pricing supplements and settlement instruction to custodian.
- Handling daily report for counting trade movement and new trade.
- Back-up other colleagues of the team.

2000 (Jun) – 2006 (Aug) HSBC Private Bank (Suisse) SA
Post: Officer, Regional Settlement

Responsibilities:

- Shares trade processing – ensure the integrity of trade details in systems mainly in HK, US, Canada & Europe markets.
- OTC and Exchange Listed Stock Option deals processing and settlement of option exercise.
- Handle trade enquiries from marketing staff, traders (Hong Kong & Singapore Office) and brokers/custodian.
- Interest claim handling – chase up broker or related parties for settlement, update appropriate cash record and prepare memo to Accounts Dept.
- System UAT testing.
- Train up new staff on daily trade processing and settlement operations.
- Follow up with broker or related parties for amendment or non-receipt of trade confirmation.

1996 (Mar) – 2000 (Jun) Wing Lung Bank Ltd
Post: Teller

Responsibilities:

- Handle daily cash deposit and withdrawal.
- Handle daily Outward Remittance, demand draft and CHATS.
- Follow up foreign exchange accounts.
- Cross sell for promotion of credit card and banking products.
- Handle customers' enquires.

1995 (Oct) - 1996 (Jan) Hong Kong & Shanghai Banking Corp – Network Service Centre
Post: Temporary Clerk

Responsibilities:

- Provide general administrative support to the Bank.
- Promote new account to existing customers.

CERTIFICATION & SKILLS

UK driving license (A/B)

Software: Microsoft Works, Word, Excel, PowerPoint Typing – 45 wpm Proficient in MS Office, Swift Alliance Access, FIS IntelliMatch, FusionOpics, iTrade and Bankers Almanac Global Payment Resources.

Solid knowledge on SWIFT payment formatting, retail banking and correspondent banking operation. Excellent written and verbal communication skills. Strong problem-solving and research skills. POS system, Retail Pro

LANGUAGE PROFICIENCY

Spoken: Good English, Native Cantonese and proficient Mandarin. Primer of Japanese

Written: English and Chinese

HOBBIES

Movie, Cooking, Gymnastics, Swim and Art Jamming

Availability: Anytime