

Senior Executive Operations Management

Dynamic and results-driven senior leader with 16 years' extensive experience driving strategic initiatives in the financial industry, focusing on setting up and expanding global FX and payment businesses across Asia Pacific, North America and Europe. Proven expertise in risk management and regulatory compliance. Skilled in digital transformation and process automation, enhancing operational efficiency and customer satisfaction. Adept at stakeholder engagement, fostering partnerships that expand service offerings and product management; streamlined domestic & cross-border payment solutions. Exceptional track record of leading international high-performing teams and implementing innovative strategies that drive growth and improve performance metrics. Committed to maintaining a client-centric approach and delivering tailored solutions for diverse customer segments.

Areas of Expertise

- Strategic Planning & Execution
- Global Operations Management
- Team Leadership & Development
- Cash, Liquidity & Treasury Management
- Product Enrolment & Development
- Partnership & Stakeholder Engagement
- Risk & Compliance Management
- Business Growth Expansion
- Cross-Border Payment Solutions
- Process Automation
- Customer Success Relationship
- Trade Optimisation

Professional Experience

Head of Operations | Senior Company Manager

2019 – 2024

MonFX Pte Ltd, *Singapore*

Orchestrated strategic global leadership as senior operations & risk executive, overseeing B2B & B2C SGD5B annual transaction volume, with expertise in setting up and scaling global FX and payment operations across Asia Pacific. Led compliance and regulatory oversight, achieving 100% success in DTCC data feed integration for OTC derivatives and maintaining rigorous MAS compliance for Payment Service Act and Capital Markets Services' submissions. Managed strategic planning and alignment of Monex International's IPO mission goals, preparing the business for significant achievements in 2025. Developed and automated an efficient global cash flow management system and net settlement process. Pioneered digital transformation initiatives, decentralising payment infrastructure and optimising UX to enhance operational efficiency and agile data-led initiative processes. Provided executive-level leadership, managing professional hires, performance evaluations, and reporting operational revenue performance to the board and executive team.

- Spearheaded Monex's FX & payment business setup in Singapore, demonstrating strategic foresight and leadership, driving 300% growth across Asia, UK, Canada, and Europe by executing short and long-term strategies in risk, IT, compliance, sales, and trading.
- Transformed client-centric service delivery, achieving 98% retention by resolving customer complaints and delivering tailored solutions across multiple industries for HNWI, SMEs, FIs, custodial, private equity & management funds, & corporate clients.
- Spearheaded product leadership initiatives, expanding STP domestic and cross-border payment solutions, including SWIFT, PayNow, and Blockchain, increasing volume by 30% through restricted currency execution.
- Identified critical factors to sustain 60% SG domestic transfer business, bridging gaps for continued success; secured SGD90k savings per 1K payments and drove same-day settlement strategies that eliminated delays and increased operational efficiency.
- Headed cross-functional teams of 40 professionals, overseeing KPI development, OKR alignment, and professional growth, serving as the MOM-approved safety management officer during COVID-19.
- Drove risk management improvements by automating capital allocation processes and establishing a GBP900k trade finance facility, advancing the company's risk appetite and operational resilience.
- Optimised trade operations, reducing FX spreads by 1.85% and boosting profitability by 25%, improving employee efficiency by 20% and online trading by 40%; acted as an FX trade executioner, driving revenue for the business.
- Enhanced and executed Monex global hedging strategy, improving liquidity and mitigating company volatility risk, establishing robust banking relationships with global institutions such as: DBS, OCBC, Goldman Sachs, Nomura, Macquarie, and CitiBank.

Senior Operations Manager - Toronto, Madrid, Amsterdam, & London

2016 – 2019

Monex Europe Ltd / Monex Europe Markets Ltd & Monex Canada Inc.

Spearheaded the digital development, operational expansion and process automation for GBP28bn Monex Group volume, driving operational excellence across B2B/B2C channels through strategic leadership and fostering team collaboration. Oversaw CASS and OTC Derivatives monitoring and compliance approvals for MEM Ltd & MCI, receiving commendations for accurate and timely audit and finance report submissions. Provided strong leadership in creating global operational protocols, conducting quarterly development plans, and acting as a global consultant for project initiatives, encouraging collaboration across Monex Group's international operations.

- Developed comprehensive in-house policies, procedures, and training aligned with regulatory standards, including Anti-Money Laundering (AML) payment due diligence for high-risk, third-party transactions.
- Extended global payment innovation by introducing 80 new cross-border currency solutions, cutting settlement times by half through the expansion of domestic transfer services (SEPA, PAD, CHAPS, and SWIFT).
- Automated Monex Pay platform UX, reducing touchpoints by 67%, enhancing global payment accuracy, and motivating API integration for SWIFT payment automation.
- Led customer success initiatives, reducing negative feedback by 85%, and achieving a 100% success rate in client remediation, account reconciliation, and payment resolutions.
- Implemented real-time FX pricing and trade confirmation automation, minimising market exposure to seconds and enhancing NDF and Options trade processes.
- Optimised global cash management by increasing payment disbursement speed by 5x and expanding liquidity partnerships with global banks including BMO, BBVA, and Caixa.

Operations Team Leader

2012 – 2015

Monex Europe Ltd, *London, UK*

Led effective cash management, SWIFT payment innovation, trade resolution, and reconciliation for Monex's B2B and B2C FX operations in London, ensuring operational efficiency and accuracy across all transactions. Championed payment enhancements through the expert implementation of SWIFT protocols, ensuring secure and timely cross-border transactions. Spearheaded the transition from manual processes to automation and digitalisation, enhancing business operations and positioning the company for sustained growth.

- Executed client migration to an online platform, resulting in streamlined payment processes and improved transaction speed.
- Boosted exceptional customer service performance and satisfaction/retention rates by developing tailored solutions for clients.
- Promoted team development through targeted training/mentorship programs, empowering staff to adapt to new technologies.
- Cultivated strong stakeholder relationships, aligning with business objectives and facilitating ongoing support for operational initiatives.

Additional Experience

Operations Analyst, Schneider Foreign Exchange Ltd, London, UK

Operations Contract Work, Dresdner Kleinwort Benson Bank, London, UK

Education & Certifications

INSEAD Chief Operating Officer | CSSC Six Sigma Green Belt | INSEAD Rethinking Global Strategy | NUS Executive Future Leaders
 SMU Data Science & Analytics for Strategic Decisions | Effective Public Speaking | Interpersonal Communication Skills
 Advanced Business Writing Skills | Essential Management Skills CMI / CPD | IBF Financial Markets Regulatory Practice
 CISI Level 3 Financial Derivatives | CISI Level 3 Financial Regulation | CISI Integrity Matters

Technical Proficiencies

Marquee, Goldman Sachs | Barx & Barclays.net, Barclays | Velocity, OCBC | Aurora, Macquarie | Arena, Lloyds | IDEal, DBS
 NomuraLive, Nomura | FX4CASH, Deutsche | Bloomberg | ComplyAdvantage | CompliNet | Bottomline | Microsoft Office

Key Projects

Capital Market & Payment Licenses | Geographic Business Growth | Product & Payment Rail Expansion
 Global Jurisdiction Decentralisation | Global Hedging Strategy | Currency & Liquidity Transformation
 Capital Management Innovation | International Payment Ecosystem