

OM FRONTIER WORKSHOP SERIES



Service Operations Management from Retail, Commercial to Investment Banking Operations

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Biography

Wendy has been working across banking, telecommunications and hospitality industries for 22 years. Starting her career as a Management Trainee in a bank, Wendy worked in Bills Department, Branches, Relationship Manager Team, Credit Card Centres, Customer Services Team, Quality Assurance Department, Equities Middle Office, Financial Market Back Office throughout her diverse career life. She set up two call centres and a Quality Assurance Department in 1999, 2001 and 2006.

Her previous employers include HSBC, Bank of China, Greenwood Capital (US Venture Capital), ANZ, JP Morgan Chase, PCCW & Group Miramar. Wendy leads the Financial Market Operations, Client Coverage team and governances the overall services performances which delivered by back offices across Kuala Lumpur, SG, Chennai, & Hong Kong. She has worked in Hong Kong, Guangzhou, Shanghai & London.

Wendy is a graduate of City University of Hong Kong with a BS (Hons) in Business Studies in 1993 and a Master of Arts in Quantitative Analysis for Business (MAQAB) in 2006.

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