

Fabian Foo

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Nationality: Singaporean | Availability: Immediate

PROJECT MANAGEMENT IN TECHNOLOGY

- Excellent expertise Management in Projects, Schedule, Cost, Quality, Resource, Risk and Stakeholders. Proven abilities in leading and working with high-performing, multi-cultural and cross-functional teams in the delivery and deployment of multiple projects.
- A persuasive communicator and negotiator who is capable of translating complex challenges into actionable outcomes. Excellent ability in engaging vendors, stakeholders & team members across all levels to bring about the desired outcome, commercial and business growth as well as achieving organisational KPIs.
- Self-starter who spearheaded various Customer Experience initiatives in the Bank's Digital transformation journey.
- Played an active role as senior management in helping to structure Treasury products, workflow and process improvement in weekly stakeholder meetings.
- Business and Technology Leader, bringing more than 8 years experience in Operations in industries relating to Banking and Finance, Mobile App and Engineering sectors.

CORE COMPETENCIES

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|-----------------------|--------------------------|---------------------------|
| • Project Management | • Risk Management | • Operations |
| • Schedule Management | • Stakeholder Management | • Strategic Leadership |
| • Cost Management | • Product Management | • Negotiation |
| • Quality Management | • Business Management | • Critical Thinking |
| • Resource Management | • Marketing | • Effective Communication |

CAREER ACHIEVEMENTS

Branch Digital Transformation

Situation: Due to client feedback on substandard customer experience where center was flooded with mass market clients.

Solution: Engineered the Bank's digital transformation journey of Parkway Parade to implement the first of its kind digital experience. Seamless, uninterrupted customer journey, from the time they enter the lobby (Digital Door Access), to being greeted first name by meeter-greeter without being asked, the feedback from customers was so fantastic that the transformation was rolled out to the rest of the Treasures branches. There will be no break in the engagement between meeter greeter and customer as they proceeded to move to customers request of meeting RM (SMS Response system) or Teller (SMS Teller Q) for banking needs.

Results: Increased in footfall traffic (NTB) to the Centre bankwide and also increased profitability for franchise.

Treasures Clients Digital Onboarding

Situation: Long SLA of 7 days client onboarding to Wealth Segment due to traditional forms

Solution: Frontend stakeholder of project team to digitalize client onboarding process. Reduced client SLA from T+7 days to T+1 day. Client ID will be captured digitally and sent to backend for processing.

Results: T+1 day onboarding for existing bank clients

RM WorkBench

Situation: RMs usually bring manual printouts of client assets and holdings during outbound meetings (not at branch). This poses significant risk of leakage of confidential information.

Solution: Frontend stakeholder of project team to create portable client profile system where RMs will be able to securely pull out latest client information from Bank issued I pads.

Results: Secure and portable CPS system.

Audit & Compliance

Situation: Central Cluster Audit results in 2017 (Meet expectations)

Solution: Enforcing mitigative measures in operations and sales personnel to ensure the team's audit ready awareness. Mandated audit ownership for every single Team member (from Teller to Manager) through daily morning Team sharings and monthly audit case showcase & presentations.

Results: Central Cluster Audit results in 2018 (Exceed expectations)

Treasury

Situation: Franchise Treasury product penetration was low in 2017. Revenue was mostly skewed towards Bancassurance.

Solution: Worked with feedback from RMs and played an active role to convene with Treasury PM on weekly basis to bring in/structure more client friendly products.

Results: Increased Treasury Product penetration for franchise

Technology

Situation: Current brick and mortar agency model of matchmaking was not scaling up fast enough

Solution: Formed a Team of 5 in house developers to create an A.I. matchmaking algorithm for Matchmaking App, 7 Business Development Associates to form merchant partnerships.

Results: Created first unique A.I. Matchmaker in Asia

PROFESSIONAL EXPERIENCE

MATCHMDE

Oct 2018–Present

Chief Operations Officer

Responsibilities:

- Provided leadership, direction and management to Product, Technology, Marketing, Business Development, Finance & Human Resource teams
- Ensuring business compliance with regulatory bodies
- Improved operational efficiency and output of business by coordinating material and resource allocation, gathering, analysing and interpreting data and metrics with business heads
- Drove the financial planning of the company by analysing its performance and risks, controlling budget to ensure positive cash flow
- Planned and monitored the day-to-day running of the business to ensure smooth progress
- Negotiated first of its kind strategic relationships with Merchants & Dating Coaches to bring in additional revenue streams
- Actively recruited and built the entire team consisting of 17 members.

Career Accomplishments:

- Onboarded 202 Beta Testers within 2 weeks of launch
- Improvised a unique Go-to-market strategy by franchising user acquisition

OVERSEA-CHINESE BANKING CORPORATION (OCBC)

Feb 2017–Oct 2018

Deputy Cluster Head, Vice President

Responsibilities:

- Led & managed day-to-day running of the district to ensure operational efficiency and financial productivity.
- Master Trainer to supervisors on various training courses (Portfolio Engagement Strategy, Building Superior Relationships)
- Ensured entire department's Operational compliance with regulatory bodies and MAS
- Consistently exceeded Audit standards Year on Year
- Played an active role in the recruitment and development of team members (Promotions Quarter on Quarter within the cluster) within a cluster of 233 staff; consisting of 7 Personal Banking Branches, 3 Premier Centers and 1 Premier Private Client Team.
- Developed and drove strategic initiatives on business acquisition and product penetration within the cluster to ensure the profitability of the business.

Selected Achievements and Career Highlights:

- Achieved Top position in Financials for Premier Private Client in 2017. Overall 142% YTD
- Achieved Top position in Loan Revenue for Personal Banking in 2017. Overall 195% YTD

DEVELOPMENT BANK OF SINGAPORE (DBS)

Apr 2010–Feb 2017

Treasures Business Manager, Vice President

Oct 2012–Feb 2017

Responsibilities:

- Provided leadership, direction and management to the Sales Team and Operations Team. Managed financials via Net Fee Income/Net Interest Income to ensure the profitability of the Team while ensuring operational costs are kept efficient
- Spearheaded various Customer Experience (CE) initiatives in the Parkway Parade Centre's Digital transformation in 2014-2015 (WIFI Survey, Digital Door Access, SMS Teller Q, TRM SMS Response system)
- Led the project initiative for Client Digital Onboarding, RM Workbench & Portfolio Cube
- Fund raised to contribute highest donations since inception for Treasures Town Hall and POSB Kid's Run 2013.
- Managed Operations Team tightly to consistently exceed Audit standards Year on Year

Selected Achievements and Career Highlights:

- Achieved ranking of 2nd position in overall financials 2013
- Achieved ranking of 3rd position in overall financials 2014

Treasures Relationship Manager

Apr 2010–Sep 2012

Responsibilities:

- Managed a portfolio of 300 high networth clients with total Assets under management of \$180M. Provided wealth & insurance advisory to bring in revenue and ensuring AUM growth of portfolio

Selected Achievements and Career Highlights:

- Grown portfolio of AUM at 3% Y-O-Y
- Overachieved KPI targets
- Extremely service oriented towards demanding High net-worth Priority clients. Clients still contact me to this very day

STANDARD CHARTERED BANK (SCB)

Jul 2008–Mar 2010

Senior Relationship Manager

DEVELOPMENT BANK OF SINGAPORE (DBS)

Aug 2006–May 2008

Senior Personal Financial Manager

OVERSEA-CHINESE BANKING CORPORATION (OCBC)

Oct 2005–Jul 2006

Personal Financial Consultant

ROHM ELECTRONICS ASIA PTE LTD

Jul 2004–Sep 2005

Sales Executive

PROFESSIONAL CERTIFICATIONS/ COURSES/ TRAINING

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| 2010 | BCP, PGI, HI, M5, M8, M9 & M9A, Singapore College of Insurance |
| 2008 | Module 6, 6A, 1B, Institute of Banking & Finance |

EDUCATION

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| 2005 | Electrical & Electronics Engineering (EEE), Nanyang Technological University (NTU) |
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