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PROFESSIONAL CERTIFICATION

Enterprise Risk Management Certified Professional
ISO31000 by ERMA

EDUCATION

University of Ballarat, Victoria, Australia
Bachelor of Management (Technology) 2006

University of Technology Malaysia
Diploma in Electrical Engineering 2002

PROFILE

ERM & ORM Professional with more than 10 years of experience in financial institution, a self-starter and result oriented individual who is able to work in a fast pace and dynamic environment. Areas of expertise include Risk governance, Risk assessment, analysis and reporting.



EMPLOYMENT HISTORY

Manager, Enterprise Risk Management

Genting Berhad

Jun '20 to present

Principle Responsibilities:

- Responsible for establishing, supporting and maintaining overall risk management framework of the Group;
- Responsible for identifying improvement in current ERM systems, policies, and strategies and taking actions to mitigate enterprise related risks;
- Continuously reassessing risks associated and inherent in the business, taking account of changing economic or market conditions, legal and regulatory requirements, operating procedures and practices, management restructurings, and the impact of new technology;
- Ensure regular and timely reporting to the management and the Risk Management Committee on the outcome of risk management activities undertaken;
- Provide effective governance of Business Continuity Management and continue to improve the Group's ability and capacity to react and manage the business disruption, if any.

Accomplishments:

- Successfully established risk profiles (both Top corporate risks and departmental risks) for a new subsidiary of the Group within the first 3 months of joining the company
- Project lead for the new ERM system implementation to replace the existing system, in-charge of sourcing of vendors and software, costing, management approval and the overall implementation.

Vice President, Risk & Regulatory Compliance

Private Bank, United Overseas Bank Berhad

Jan '19 – Jun '20

Principle responsibilities:

- An independent party within the business unit in ensuring appropriate controls are in place, highlight potential breaches or non-compliances, assisting in developing action plans, etc;
- Responsible in the establishment of AML/CFT procedures, processes and controls within Private Bank to ensure full compliance to BNM, Group AML/CFT Policy;
- Conduct scheduled and/ or ad-hoc review and testing on all business processes which includes end-to-end sales to operations functions;
- Provide weekly and new hire training and awareness programme to staff on regulatory and compliance requirements;
- Provide advisory to the EXCO members and staff of Private Bank in terms of Risk, Regulatory requirements and AML CFT related matters;
- Review all business and product SOP within Private Bank to ensure compliance requirements have been met;
- Identify risks within the business unit, design mitigating controls and preventive measures;
- Conduct annual Risk and Control self assessment (RCSA) in providing assurance of control effectiveness;
- Conduct the annual Business Continuity exercise for Private Bank to ensure implementation of effective BC plan.

Accomplishments:

- Enhanced the Private Bank AML CFT procedure aligned with the Country and Group requirements, developed KYC forms and oversee the implementation of the procedure to ensure effectiveness;
- Successfully streamlined the process of ongoing KYC review and assisted the business unit in improving the KYC process to ensure high compliance of requirements.

Manager, Financial Crime Compliance, Framework & Governance

Hong Leong Bank Berhad

Jul '18 – Dec '18

Principle responsibilities:

- Ensuring good risk governance and compliance within the Financial Crime Group Compliance;
- Development and maintenance of AML/CFT related policy, and procedure;
- Responsible for ensuring the effective implementation of policies;
- Engaging in business improvement programs and establishing and meeting the overall deliverables for Financial Crime regulatory and audit needs.

Accomplishments:

- Developed the methodology for Enterprise Wide Risk Assessment (EWRA) for the Bank to better demonstrate the risk-based approach in mitigating the risk of money laundering and terrorism financing purposes. Adopted this approach and completed the assessment for Mortgage and Credit Card units.

Manager, Operational Risk Management

Prudential Assurance Malaysia Berhad

Mar '12 – Jul '18

Principle responsibilities:

- Assist in ensuring good risk governance and compliance with the Group, Regional, local and regulatory Corporate Governance and Risk Management Framework;
- Implementation and coordination of Risk Management initiatives within the Company, through proactive engagement with the Risk Coordinators (respective Functional Areas) and other key stakeholders such as Internal Audit, Legal and Compliance;
- As the primary submission officer for BNM ORION who fully responsible for the reporting of loss event and key risk indicators to BNM on timely basis to fulfil the regulatory requirements. Report and provide key highlights to CEO and CRO on every incident that reported to BNM.
- Timely review of processes, as well as submission of reports to applicable Senior Management and Regional Head Office Risk Management functions;
- Development and maintenance of Risk Management related assessment tools, policy and guidelines;
- To liaise with all divisions on risk matters in respect of information sharing, clarification of rules and regulations, request of advice and reporting of incidences of risks;
- To assess and review all material risks as guided by the overall risk management approach;
- To ensure overall control and procedures in respect of all applicable laws, regulations, guidelines, internal policies and procedures;
- To carry out the Annual Statement of Compliance certification for the company to ensure compliance with the Group (UK) and Regional (HK) policy requirements;
- To promote and inculcate risk awareness.

Accomplishments:

- Developed and formalized incident reporting guide in guiding all staff for incidents escalation and ensure timeliness of reporting. Review and analyze each incident if it meets BNM reporting requirements, provide recommendations and challenge the first line of defence in terms of control and rectification effectiveness.
- Developed Risk Framework and relevant policy to comply with regulatory body's requirements.
- Organized multiple Company-wide Risk Awareness Campaigns, including Incident Reporting awareness (2018), Risk Carnival (2016), Maker-Checker Competition (2015) etc. to raise general awareness of the importance of Risk Management.

Audit & Compliance for Outside Agency

American Express (M) Sdn. Bhd.

Aug '10 – Mar '12

Principle responsibilities:

- Proactively in mitigating risk and exposure related to compliance and regulatory requirements for Global Collections for Singapore, Hong Kong, Taiwan, Australia and New Zealand;
- Regulate & conduct all OA Audits (Asia Pacific region) to provide an independent monitoring towards OA performance and action plans;
- Understand end to end Collections Operations and Performance and provide independent monitoring of compliance requirements – Internal and External;
- Foster close relationship with Performance Managers and work with them to ensure that all action plans are closely monitored and worked upon on time and all action items closed out on a timely manner;
- Prepared risk assessment for collection vendors to assess their risk in terms of Brands, Regulatory, Legal, Operation, Financial, Liquidity & Technology; this is to ensure vendors maintain competitive and able to provide optimal service to AMEX;
- To handle 100% of internal quality control for the Collection Operation hub to evaluate the control in maintaining effectiveness of the process and system while contributing to ongoing process improvement. At the same time, to detect and effectively prevent system/process issue; and ensure reliability and accuracy of operation.

Accomplishments:

- Developed a robust and standard audit template that best fit for Japan, Asia Pacific and Australia markets in audit facilitation.
- Conducted and completed 6 on-site and offshore vendor audit assignments with sound action plan in process improvements.

Regional Collections Analyst

American Express (M) Sdn. Bhd.

Nov '06 – Aug '10

Principal Responsibilities:

- Responsible for providing operational support for Singapore, Hong Kong, Taiwan, Australia, New Zealand and EMEA; that results in optimizing the performance of the Collections portfolios;
- Ensure assignment and daily work timeline adherence that comply with internal policies and procedures such as IRM policy, Sarbanes Oxley and respective local regulatory guidelines;
- Provides accurate and timely response to Internal Amex, outside agencies inquiries, cancelled card members and Debt Purchaser via telephone and/or email;
- Investigate and action card member disputes and provide feedback and/or outcome to requesting party;

Accomplishments:

- Identified process gap and developed process flow as remediation action and share best practices within the team.
- Supported pre and post collection migration for Taiwan onsite and offsite.



LANGUAGES

Languages	Speaking	Writing & Reading
English	● ● ● ● ●	● ● ● ● ●
Chinese – Mandarin	● ● ● ● ●	● ● ● ● ●
Cantonese	● ● ● ● ●	-
Malay	● ● ● ○ ○	● ● ● ○ ○



SKILLS & COMPUTER PROFICIENCY

- Familiar with GRC system such as OpenPages, Bwise, Resolver Core
- Experience with reporting, facilitating workshop with large group, and presenting to large group of audience
- Good organizational skills
- Good understanding of Microsoft Office i.e. PowerPoint, Excel, Words, Outlook, Teams