

# Joe Son Chang

Malaysian, 32 years old

A-45-15, United Point Residence, Taman Segambut Aman, 52100 Kuala Lumpur, Malaysia

Tel: +6018-9094810      Email: [joesonchang@yahoo.com](mailto:joesonchang@yahoo.com)



## Career progression towards a leadership position

### Professional Experiences

#### Manager, Derivatives Operations

Since December 2022

##### Standard Chartered Global Business Services Sdn. Bhd.

- To manage the Outgoing and Incoming dual language Derivatives (inclusive of FX, FX Options, Commodities, Interest Rate and Credit Swaps, Credit Linked Notes, Hybrid Products) confirmations for China and Taiwan
- To manage electronic matching of Derivatives trades via vendor platform for China
- To provide requirement for update of Confirmations templates in line with regulatory requirement or market update
- To support the project team with UAT testing for Operations during template automation, pilot run for implementation of new automated confirmation system
- To provide classroom training for Derivatives Confirmations team members on FX Options products (Simple and structured forwards, Options, Digital Options and Barriers)

#### 7 years at HSBC Electronic Data Processing Sdn. Bhd.

##### Manager of Operations in FX Options Confirmations

March 2021 – November 2022

- To manage the Outbound and Incoming, Electronic matching of FX Options & ESG Commodities Confirmations team
- To understand and identify the strength and weakness of each team members and help them establish a development plan to achieve their goals
- To update Confirmations templates in back-office system in line with regulatory requirement or markets update
- To provide procedure oversight to internal and external Audit teams by actively reviewing controls in place
- To detect automation opportunities and reduce manual effort by evaluating daily manual tasks performed & understanding the front to back procedure and challenges
- To conduct job interviews for French speakers and non-French speakers applicants

#### Assistant Manager Operations in Derivatives Confirmations Services

August 2017 – March 2021

- To validate structured products booking and draft confirmations of FX, FX Options and ESG Commodities Derivatives for HSBC (7 entities across MENA and North America)
- To manage incoming confirmations by French clients
- To act as key person for the migration of ESG Commodities Derivatives Confirmations (Outgoing and incoming) and Fixing Advices
- To train new joiners and team members on new products and systems
- To handle daily escalations from clients and stakeholders of different business entities
- To perform user acceptance testing for project meeting Brexit requirements

#### Global Support Executive in Fixed Income Derivatives Settlements & Investigation

September 2015 – August 2017

- To ensure timely completion of pre-settlement process for Fixed Income Derivatives trades
- To investigate any discrepancies pre and post settlement date, connecting with Front/Middle office and various support teams
- To build training plan and train team members in daily settlements tasks and settlements related risks
- To perform reconciliations of trades between Front and Back office system to detect non feed

**Mortgage Specialist****February 2015 – September 2015****United Overseas Bank (Malaysia) Bhd., Kuala Lumpur, Malaysia**

- To meet monthly sales target by promoting housing loan packages, with additional sales target for multiple banking products (loan insurance, credit cards and fixed deposit)

**Crédit Agricole Provence Côte d’Azur, St Laurent du Var, France****September 2013 – August 2014**

- To Promote international banking services to SME clients.
- To handle daily operations at the reception desk and attend to walk-in customers
- To handle phone banking customers’ queries with the introduction of new banking branch concept

**Internship during Professional Degree****Société Générale, Cagnes sur Mer, France****October 2011 – February 2013**

- To promote personal loan & banking insurance products to customers.
- To assist premium and SME clients in daily banking transactions

**Education****Master in Business Administration (MBA), Riviera University, Nice, France****August 2022****Bachelor in Retail Banking, University of Nice, Nice, France****June 2014****Professional Degree (BTS), Banking College, Antibes, France****June 2013****Baccalauréat in Mathematics, High School, Cagnes sur Mer, France****June 2011****Part Time Occupation**

French teacher in a language center (The French Academy, Kuala Lumpur)

**Languages****Fluent:** French, English and Mandarin**Intermediate:** Hokkien, Malay**Advance Beginner:** Cantonese, Spanish**Hobbies**

Brown belt in Judo and Japanese Jiu-Jitsu at Stade Laurentin Judo Club (600 members)

Snowboarding

Reading of suspense/crime, self-development and French novels (average 2 books monthly)