

Fiona Tuomey1

Ireland

W: <http://www.worky.com/profile-fionatuomey1>

A proven professional with 20 years work experience. I have strong skills in office administration, including planning, meeting deadlines, producing accurate and quality results in a team environment. My career to date has enabled me to develop strong communications and organisational skills with an ability to take the initiative and to perform under pressure.

Professional Experience

1999 - Present

Administrator

From October 1999 to September 2000 I worked with ESB Retail in Clanwilliam House, Dublin 2.

Responsible for dealing with customer complaints and queries over the phone. Taking accurate notes of problems and using initiative to arrange repair services and inspection by engineers. Providing customers with prices and descriptions of products.

Key Skills

ACC, attention to detail, communication, Customer Service, leadership, Prioritising tasks, reporting information

2000 - Present

Shareholder Services Administrator

From October 2000 to July 2007 I worked as a Senior Shareholder Services Administrator with Custom House Administration & Corporate Services Ltd. Duties included processing Subscriptions, Redemptions, Transfers & Switches. Updating relevant deal sheets & following up with paperwork & check lists. Checking websites for cash movements in and out of Funds. Collection & follow up with all aspects of Anti Money Laundering documentation. Reporting daily, weekly & monthly to auditors, clients and supervisors. Producing and issuing Contract Notes, Valuation reports and Covering Letters. Informing Clients & Shareholders of NAV prices and shareholdings. Responsible for setting up the Payments Department within the Company.

Key Skills

Cat, CLU

2007 - Present

transfer agent

From July 2007 to April 2009 I worked as a Senior Transfer Agent with Societe Generale. Duties included preparing all Banking payments from clients and ensuring there was enough money in the account to cover them. Authorising Subscriptions, Redemptions, Transfers & Switches for team members. Checking in house website for cash movements in and out of Funds. Lising with the Paris & Luxembourg offices frequently. Logging all incoming trades via fax. Reconciling faxes against trades entered on the system. Setting up of new Funds on the system and ensuring legal documents, prospectus & bank accounts were set up correctly. Follow up with Anti Money Laundering Procedures. Reporting to and communicating with the Head of TA.

Key Skills

ACC, Cat, CLU, Processing

Education and Qualifications

1988

Certificate - secretarial course

St. Fintina's Vocational School

1987

second level/high school education -

St. Josephs Secondary School, Rochfortbridge

Certificate - Office Procedures

FAS Training Centre, Athlone

Certificate - Computer Applications

FAS Training Centre, Athlone

Certificate - Modern Office Applications

Institute of Technology, Tallaght

Certificate - Event Management

CMI - Communicationa & Management Institute

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