

## DON'T LEAVE YOUR CORPORATE REPUTATION TO CHANCE



What would happen to your business if you had no say in your company's reputation? Do you knowingly and blindly hand over control of your reputation to people who have no financial stake in your company?

*continues on page 12*

### FEATURED JOBS

Disk Storage Engineer Page 05	Senior Specialist (Internet & Backbone) Page 07	Lead Solution Architect Page 09	Global Account Director Page 15	Director (Specialised Financing) Page 19
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The Princeton Review BusinessWeek

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in Information Technology

# PORTFOLIO MANAGER ADVISE ON COMPLEX PROJECTS

**Singapore based.  
SGD \$220+.**

Operating in more than 50 countries, this consulting and product firm has established itself as the market leader across the financial service sector in technology consulting.

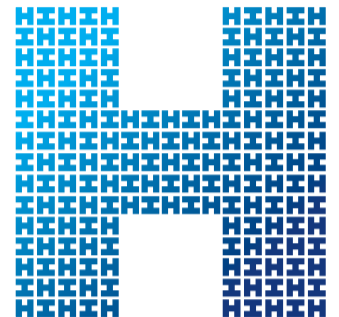
Leadership requires expertise. You have experience managing a team of 40-50 staff developing and maintaining applications in the consumer banking industry. Being a focused Portfolio Manager you will act as a single point of contact for all the deliverables and as a technical advisor.

We are looking for an experienced Delivery/Portfolio Manager with strong and extensive experience in project management, financial technologies and managing complex clients.

You have strong experience managing large scale and business critical projects in the financial service sector. Ideally you are an excellent consultant to the whole business who identifies business opportunities. You should be successfully delivering first class large scale complex projects and understand the banking industry across the region.

Contact Wije Mookiah at [wije.mookiah@hays.com.sg](mailto:wije.mookiah@hays.com.sg) or +65 6303 0158.

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**HAYS** Recruiting experts  
in Pharma

# ASSOCIATE DIRECTOR, QUALITY ASSURANCE & COMPLIANCE ENSURE A PROACTIVE APPROACH TO QUALITY

**Global medical devices company.  
Singapore based.**

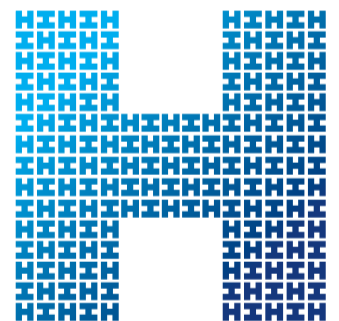
As part of an MNC within global healthcare, this company is responsible for the foremost innovative medical devices and diagnostics designed to improve quality of life for patients the world over. By joining this business you will be part of a rapidly expanding and increasingly important division of the life sciences industry.

Quality Assurance (QA) plays an influential role to all facets of this business. From managing the APAC regional distribution centre to contributing to regulatory strategy from a QA compliance perspective, you will play the role of partner in quality engineering. An expert in medical devices, you will ensure QA and regulatory compliance through functional leadership, talent development and measurement and evaluation of lag and lead quality indices.

We are looking for an expert with at least ten+ years relevant experience in R&D, manufacturing, QMS and regulatory compliance within the medical devices field. APAC regional experience is desired.

Contact Martin Grindrod at [martin.grindrod@hays.com.sg](mailto:martin.grindrod@hays.com.sg) or +65 6303 0157.

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in Information Technology

**FUNCTIONAL CONSULTANT  
BE THE ORACLE EBS R12  
IMPLEMENTATION EXPERT**

**Long term contract.  
Singapore based.  
SGD \$80k-\$100k.**

This world leading technology consulting organisation offers a range of integrated solutions and services to leading organisations. It is currently expanding its business in emerging markets.

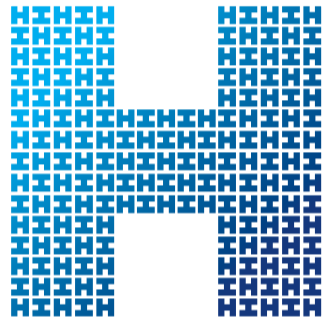
Ideally you are a subject matter expert as an Oracle EBS functional consultant and you have experience in either of the following modules, O2C with focus on integration; Quoting, P2P/Sourcing; AR/CM/Adv collection/credit management/treasury; project costing; incentive compensation/GL/FA; financials (experience in GL, AP, AR, FA); workforce administration; contractor management; position management; profile management; tree manager with a proven background in functional implementation.

We are looking for someone with a minimum six to eight years of industry experience and who is very strong in Oracle EBS R12 with a minimum three full cycle implementations experience.

Your expertise is required to be a part of the implementation/delivery team on the process. As the role requires travel across Singapore and the US, you have to be flexible to travel.

**Contact Gaurav Nanda at gaurav.nanda@hays.com.sg or +65 6303 0158.**

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in Finance Technology

**ECOMMERCE PROJECT MANAGER  
DELIVER COMPLEX RATES  
SYSTEMS GLOBALLY**

**Singapore based.  
Senior management position.  
Competitive salary package based on experience.**

With a presence across approximately 70 countries worldwide this leading banking organisation has operations ranging from wholesale, investment and retail banking services. Through continued growth and investment in IT they are gaining competitive advantage and an increase in market share across their product offerings.

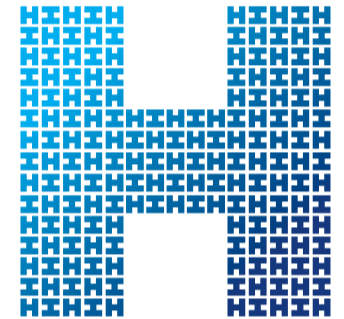
Competitive edge requires state of the art technology. An eCommerce Project Manager will provide a delivery focus across a strategic programme of work that has global visibility within the organisation. You'll provide proprietary solutions ranging from API/ point to point connectivity and functionality for multi-dealer platforms

We are looking for an experienced Project Manager who has demonstrable experience with fixed income project and in particular bonds and IRS. Your ability to manage demanding stakeholders and understanding of product workflow across front, middle and back offices of investment banks is desirable.

Successfully deliver complex global projects across the fixed income space around eCommerce initiatives whilst working within a fast paced, multi faceted global organisation.

**Contact Jon Hampson at jon.hampson@hays.com.sg or +65 6303 0154.**

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in Logistics

**DIRECTOR OF LOGISTICS  
DRIVE REGIONAL SUPPLY  
CHAIN PROCESSES**

**World's leading food company.  
Senior leadership role.  
KL based.**

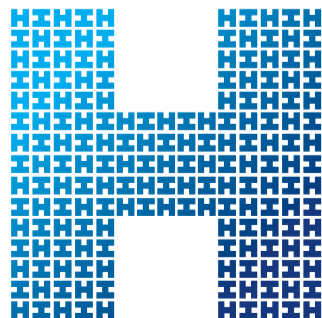
Our client is one of the world's largest food companies with annual revenues of USD\$48 billion. A global powerhouse in snacks, confectionary and quick meals, its products are sold in more than 160 countries globally.

Reporting to the regional Operations VP, you will lead the customer service and logistics (CS&L) team in defining strategies, priorities and develop excellence in CS&L processes. You will build organisational capability, organise and manage all CS&L activities from demand planning, replenishment of inventory and delivery to ensure customer satisfaction at optimal cost. Partnering marketing, sales and manufacturing, you will achieve business goals while ensuring customer deliverables are consistently met. You will anticipate supply trends and collaborate with customers to adjust short-term supply chain plans.

We are looking for a degree qualified supply chain professional with at least eight-ten years of experience in a managerial position in the FMCG manufacturing industry. You have sharp business acumen and an established track record in improving organisational competitiveness through strategic supply chain initiatives.

**Contact Paul Seet at paul.seet@hays.com.sg or +65 6303 0722.**

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**AVP CORPORATE FINANCE  
DEVELOP EFFICIENT COST  
CAPITAL STRUCTURE**

**Blue chip real estate conglomerate.  
Forefront of the industry.  
Singapore based.**

Operating in more than ten countries, this company is renowned for its award winning and quality infrastructure and lifestyle business hubs, with a proven track record in Asia Pacific.

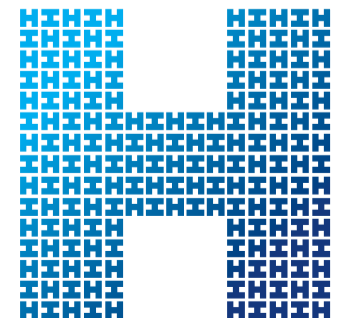
You will play a pivotal role in advising and participating in M&As to deliver an efficient cost capital structure, develop sound hedging strategies and advise business units' project in relation to finance and funding strategies

In addition, you will develop and refine capital expenditure plans and recommend financing strategy to the Group CFO and establish good banking relationships with key financial institutions.

To succeed, you will have a minimum of ten years of relevant experience, with five years in a managerial capacity. A Chartered Financial Analyst (CFA) qualification is advantageous. You are well adapted at sourcing and establishing good banking relationships and familiar with raising funds in capital markets. Exposure to the real estate sector is preferred.

**Contact Fen Teo at fen.teo@hays.com.sg or +65 6303 0150.**

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# KELLY

## IT RESOURCES



## We do that too...

Kelly Services, Inc. (NASDAQ: KELYA, KELYB), with more than 30 years experience in Singapore, has in-depth experience working with Singapore's leading companies and delivering the best talent available.

One of our specialist divisions, Kelly IT Resources, specializes in mid to senior level permanent and contract IT recruitment, with in-depth sectoral knowledge of the Financial Services, End-User Commerce, IT Vendor and Consulting industries.

### Sales Director – Asia Pacific & Japan (APJ)

- US based MNC
- Leader in IT Vendor Industry

Our client has a strong and stable presence in Singapore and across the APAC region. Presently, there is an opening for a Sales Director - a key leadership role in the APJ Region, to drive initiative's success including the ongoing development of the regional plan, budget management, executive reporting and results tracking.

You will be responsible for the development and management of a joint regional plan for the World Wide Annual Business Plan. You will commit to service readiness and solution rollout in countries as well as manage the Target Account Program, including hardware and services teamed accounts. You will also oversee revenue plans from major accounts and channels, identify account/channel partners, load quota and manage execution of plans with the country teams.

As the successful applicant, you will have minimum 10 years of relevant experience with demonstrated management and strategic leadership abilities. Additionally, you must have experience working with selling partners, R&D or customers and in leading, driving and measuring virtual teams towards a common goal. Prior experience in people management and interacting with various divisions and stakeholders (local and international) is also required.

If you meet the above criteria, please email your detailed CV to [indrani\\_karthic@kellyit.com.sg](mailto:indrani_karthic@kellyit.com.sg) or call **Indrani Karthic** at **6334 9513**.

### Senior Technical Program Manager – Core Banking

- Greenfield opportunity in Core Banking Technology
- Expanding Global Bank

Our client is seeking a Senior Technical Program Manager to own projects for their Retail Lending business in the region.

One of the key responsibilities for this role is to work closely with business stakeholders and ensure that the integrity and quality of the various IT environments are protected. At this exciting stage of the bank's growth, we are seeking a hands-on individual who delivers results and has good problem-solving skills. You will be responsible for the Greenfield projects of the Retail Lending system, ensuring that the system is able to support the growth of the business. You will also be providing status reports on all related activities and be the first point of contact for internal clients.

In order to be successful, you must have at least 10 years of hands-on relevant experience in Retail Lending environment / Core Banking systems. You need to have a strong technical background and a solid understanding of the SDLC processes. You must have excellent business knowledge and experience in establishing and owning new global projects for the business, with a proven track record of managing large projects. Excellent communication and writing ability is an absolute essential in this role.

If you meet the above criteria, please email your detailed CV to [brian\\_richards@kellyit.com.sg](mailto:brian_richards@kellyit.com.sg) or call **Brian Richards** at **63374596**.

**Trusted • Experienced • Connected**

[www.kellyit.com.sg](http://www.kellyit.com.sg)



good to know you

# shape your world of work

## Career Tip 10 – Get focused and be ‘present’ in your job

### Are you absorbed and engaged in your role?

Focus and being ‘present’ in your job requires great skill and discipline. The best place to start is by making sure the job you’re in matches your skill-set and desired career path – giving you opportunities to stretch your ability and test yourself. Establish clear goals and take time to reflect on achievements. Be open to feedback and learn something valuable from it, express creativity and take charge of the development of YOU!

To start shaping your world of work and partner with a team that’s dedicated to providing you with the tools to get focused on your career goals, contact Randstad on 6510 1350.

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## key account manager

**\$90K p.a (OTE \$120K)**  
Excellent benefits & career progression

Leading US outsourcing company in renewal sales is seeking a Key Account Manager to service client accounts and oversee team operations. Responsible for regional sales, you will be managing new accounts within the IT and medical care industries. You will oversee performance management issues of the delivery team and ensure renewal sales targets are met.

Degree qualified in any discipline with 8-10 years experience in regional sales, and exposure to managing call centre operations with team sizes of 20 and above, is required. An excellent communicator, you will excel at managing people and dealing with escalation issues.

For further information, please contact [Jaya Dass](mailto:jaya.dass@randstad.com.sg) on 6309 3286 or email [jaya.dass@randstad.com.sg](mailto:jaya.dass@randstad.com.sg)



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business support

## VP finance

To \$120K p.a

As part of a global REIT, this role will involve reporting directly into the CFO and maintaining the full-set of financial records, including accounts and tax information, for Singapore HQ and its regional businesses. This supervisory role will manage accounting activities such as preparation and review of management reports, financial statements for statutory reporting and tax, SGX announcements and projects to enhance current internal controls.

You will be degree qualified and hold a CPA/ACCA professional qualification with six years working experience in a similar capacity, ideally from within a big four accounting firm. This role requires candidates who are able to read, write and speak Mandarin and those willing to take on regional travel.

For further information, please contact [Jee Kinnear Ong](mailto:jee.kinnearong@randstad.com.sg) on 6510 1364 or email [jee.kinnearong@randstad.com.sg](mailto:jee.kinnearong@randstad.com.sg)



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accounting

## disk storage engineer

IT MNC  
East Singapore  
To \$75K p.a (plus bonus)

A leader in managed computing and network infrastructure for IT applications is seeking a qualified and experienced Disk Storage Engineer to work within their hosting engineering and operations team. This role will cover responsibilities in the operations, management, maintenance and customer dedicated disk and tape storage environments and infrastructure.

The successful applicant will have experience in large Disk Storage subsystems, including working knowledge of “Best Practices” as they relate to tape backup scheduling, monitoring vaulting, and experience with RAID, fibre channel and tape back-up application software. You will also possess knowledge of SAN fibre channel switch configurations and NAS devices.

For further information, please contact [Yvonne Tang](mailto:yvonne.tang@randstad.com.sg) on 6510 1461 or email [yvonne.tang@randstad.com.sg](mailto:yvonne.tang@randstad.com.sg)



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information technology

## VP consumer banking analytics

Replacement role  
To \$150K p.a (plus performance bonus)

A leading and very reputable bank in Asia seeks a Senior Consumer Banking Analytics professional, who will report to the Head and manage a team of eight employees.

Your responsibilities will include developing and delivering customer centric analytics as part of the consumer banking team, as well as undertaking analysis of product portfolios and channels to generate marketing insights and enable effective business management. To be successful, you must have 9-12 years in consumer banking product, segment and marketing analytics. You must have an analytical mind and proficiency in SAS/SQL programming is preferred.

For further information, please contact [Megha Goyal](mailto:megha.goyal@randstad.com.sg) on 6510 1466 or email [megha.goyal@randstad.com.sg](mailto:megha.goyal@randstad.com.sg)



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banking & finance

## VP terminal operations

Payment solutions organisation  
To \$120K p.a

Headquartered in Singapore, this organisation serves a varied client base that includes banks, telecommunication service providers, payment processors and leading retailers.

Reporting directly to the CEO, your business partnering responsibilities will ensure that new terminal installations happen smoothly and timely. You will be involved in improving processes and maintaining cost efficiencies, managing escalation issues from vendors and customers, and drawing-up service level agreements and ensuring adherence.

Ideally, you will have 10+ years experience in the payments industry, with good knowledge of terminals management or kiosk operations. Some supervisory experience is preferred.

For further information, please contact [Megha Goyal](mailto:megha.goyal@randstad.com.sg) on 6510 1466 or email [megha.goyal@randstad.com.sg](mailto:megha.goyal@randstad.com.sg)



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banking & finance

## regional internal audit manager

Downtown Singapore location  
30-50% APAC regional travel  
To \$100K p.a (plus bonus)

A well-known US MNC is seeking a hands-on, independent Regional Internal Audit Manager for their Singapore office. This pivotal role will require a commercially savvy applicant with strong audit experience to partner with the regional business units, and lead all aspects of corporate governance, compliance and related risk management initiatives for Asia. This will include internal assessments in-line with regional reporting requirements. Looking after nine different countries, you will report through to both the UK and US.

You will be a degree qualified CPA/CA with 10 years experience in internal/external audit, ideally from the insurance or financial sectors.

For further information, please contact [Richard Cornish](mailto:richard.cornish@randstad.com.sg) on 6510 1359 or email [richard.cornish@randstad.com.sg](mailto:richard.cornish@randstad.com.sg)



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### VP, SYNDICATED LOANS

#### • Foreign Bank

- Support the Head of Shipping with respect to the planning, management and implementation of the activities and all aspects to Shipping & Oil Services' syndicated loans
- Give support to the SRMs/RMs in identifying and presenting new opportunities and solutions for the customer with regards to syndicated loan product(Origination)
- Involved and give support to the sale of syndicated loans to other financial institutions including the preparation of all marketing material, setting up of bank meetings and follow-up of prospective lenders (Distribution/Syndication)

#### Pre-requisites:

- Degree holder with 5 to 8 years of relevant banking and financial exp
- Strong influencing and negotiation skills to drive results
- Excellent written and communication skills
- Proficient in MS-Office applications



Contact: *Leo Anderson, Director - Banking*  
Email: [banking@ca-search.com](mailto:banking@ca-search.com)  
Job reference: **CA030**

### MANAGER, INVESTMENT MARKETING

#### • Financial Institution

- Supports the retail marketing activities of all investment funds
- Provide relevant and timely marketing support to the local asset and life offices in selling the investment funds
- Develop a range of investment basic AV clips and grow the marketing audience
- Actively promote the investment material produced by investment marketing and send regular value-added information and timely update to the local sales teams

#### Pre-requisites:

- Degree holder with 3 to 5 years of relevant exp in banking & financial environment preferably from asset management or fund companies
- Excellent interpersonal and communication skills
- Ability to speak fluent Mandarin and Cantonese is ideal



Contact: *Leo Anderson, Director - Banking*  
Email: [banking@ca-search.com](mailto:banking@ca-search.com)  
Job reference: **CA031**

### BUSINESS MANAGER

#### • Financial Institution

- Conduct operational due diligence on fund managers and their service providers to ascertain the adequacy of their internal controls
- Monitor fund managers' compliance with investment limits and guidelines
- Support the investment team on their information needs
- Liaise with other departments (e.g. Finance, Audit, Risk Management, other asset departments) as the middle office of the department

#### Pre-requisites:

- Degree with 8 to 10 years' exp in the financial or fund management industries
- Prior exp on operational due diligence for hedge funds or public accounting firms in the audit of financial or fund management companies
- CFA or FRM certification an advantage



Contact: *Leo Anderson, Director - Banking*  
Email: [banking@ca-search.com](mailto:banking@ca-search.com)  
Job reference: **CA032**

### TRADE FINANCE, TEAM LEAD

#### • Foreign Bank

- Assist Head of Dept in supervising the day-to-day operations of the Trade Finance department
- Responsible for processing of Trade Finance transactions, negotiation of trade documentations and approving of transactions
- Be partners in performance with both internal & external clients and achieve a high level of customer satisfaction
- Responsible for ensuring cost effectiveness for the bank in all activities administered

#### Pre-requisites:

- Degree with 4 to 5 years' relevant exp
- Knowledge and exp in Trade Finance, Guarantees and Loan Operations
- Proficient in MS Word, Excel & Trade Innovation



Contact: *Lorraine, Consultant - Banking*  
Email: [banking@ca-search.com](mailto:banking@ca-search.com)  
Job reference: **CA033**

### HUMAN RESOURCES DIRECTOR/SENIOR MANAGER

#### • Leading MNC

- Provide leadership to the HR team
- Maintain and develop HR programs with alignment to Corporate and Regional strategies of attracting, motivating and retaining qualified staff
- Promote employees' commitment towards achieving the company's goals and objectives
- Plan and direct training and development programs with talent management in mind
- Lead and initiate new and innovative HR practices to spur high performance teams
- Improve efficiency of HR services by assessing and bridging gaps throughout the organization

#### Pre-requisites:

- Degree with 10 to 15 years' HR Generalist exp
- MNC or international exp an advantage
- Excellent in HR, strategic mindset, proactive and resourceful, able to plan and orchestrate implementation



Contact: *Evelyn Jong-Sachs, Director*  
Email: [apply@ca-search.com](mailto:apply@ca-search.com)  
Job reference: **CA034**

### ACCOUNTING/FINANCE POSITIONS

#### • Leading MNC

#### Position 1: Manager, FP&A / Senior Financial Analyst

- Reconcile financial discrepancies by collecting and analyzing accounts information
- Prepare yearly budgets, variance analysis and rolling forecasts
- Monitor actual spending against budget & forecast and analyze variances
- Prepare asset, liability, and capital account entries by compiling and analyzing accounts information in a timely and accurate manner
- Candidate should have min 6 years of financial analysis exp; prior exp in BIG 4 preferred

#### Position 2: Senior Accountant

- Ensure integrity and completeness of financial records and operation of accounting processes and policies
- Responsible for the monthly, quarterly and annual financial closing for all sets of books in a timely and accurate manner
- Ensure compliance with US GAAP, SEC accounting regulations and company policy and procedures
- Co-ordinate with external auditors and manage audit requirements
- Candidate should have min 4 years of full set accounting exp



Contact: *Arina Goh, Manager*  
Email: [apply@ca-search.com](mailto:apply@ca-search.com)  
Job reference: **CA035**

Allen Toh, Chief Executive Officer  
Email: [allen@ca-search.com](mailto:allen@ca-search.com)

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Clients from vast industries have turned to TBC HR Consulting as their first choice for their recruiting needs. Backed by a impressive network, TBC has become one of the few top recruitment service providers it is today. Our extensive knowledge of the recruiting industry has helped us recruit for organizations of all scales, from business enterprises to major MNC's.

**Our Vision:** To extend our proven track record and be the preferred choice in staffing services in both local and international industries.

**Our Mission:** To deliver relevant, reliable and cost-effective services to every client

**Our Values:** Integrity, Professionalism, Dependability

## Thinking Believing Connecting

### Senior Specialist, Internet & Backbone

- International Telecommunication MNC
- Part of Global Support team
- Dynamic environment industry
- Technologies will focus on include: WAN-technologies, MPLS, IP routing, Peering, DDoS-mitigation and VPN.
- In charge of Tier-3 IP related technical support in Connectivity Services, also participate for various projects base.
- Close co-operation with the Backbone NOC, ISP-providers, as well as third party software and hardware vendors.
- Moving forward, will contribute to complex technical IP network designs and will act as a Configuration Owner.

Candidates should possess the followings:

- 4 – 5 years of experience in MPLS and WAN related environments.
- Exposures to global network infrastructure are added advantage.
- Detailed understanding of QoS, WAN-technologies, peering and IP routing (BGPv4/OSPF).
- Proven talent for debugging complex network structures.
- CCIP or CCNP holder

### Talent Partnership Manager – HR

- Collectively review HR and organizational strategies to identify high potential development opportunities in the organization
- This role will also be involved in managing programmes and projects to support the leadership culture, attract, challenge, develop, engage, retain and support talent.
- Require to work with Line Managers to create challenging and attainable learning and performance goals and ensures that the development plan
- Involved in an end-to-end perspective of managing the talent
- Possess knowledge of the relationship between high potential development and the actions, resources and tools
- Able to see the links between high potential development and other aspects of HR and organization strategy.

Candidates should come with a Bachelor Degree with at least 5 years of working experience and possess working knowledge of HR management processes and tools eg rewards, job evaluation, performance management etc.

### Customer Service Manager – Order Fulfillment

- International US MNC in Life Science
- Asia Pacific portfolio and responsibility
- Dynamic environment industry

He/she will be In Charge of Asia Pacific Customer in aspects of fulfilling and coordinating with customer's requests and expectations. High involvement in Export activities within Asia Pacific, ensuring a competent team of Customer service personnel to deliver diligently to customers' request is essential. The individual will work closely with partners in Finance, Sales and Logistics/Distribution on regional and global projects focused on improving organization efficiency and effectiveness. Assuming both a senior leadership role with management while, be prepared to do the hands-on work to ensure the business processes /system function as required and setting all KPIs and SOP for the Customer Service team on the work flow for orders fulfillment

Candidates should come with a Bachelor Degree in any discipline with extensive knowledge of hands on SAP experience. Working experiences with International customer service experience in Asia Pacific role with at least 3 years of managerial exposure.

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### Global Account Director

#### Responsibilities:

To manage a team of AM (locally and overseas) to achieve revenue growth with a defined set of marquee global accounts

- To foster and build good customer relationship for revenue growth and customer retention; To engage customer at CXO level.
- To understand and identify customer's global IT/telecommunication needs through in-depth account planning and profiling.
- To understand and appreciate global market trends, competitors' movement and industry information so as to serve customers better.
- To achieve high customer satisfaction with decision makers around the world.
- To lead a global cross-functional team in order to win bids and strike innovative deals.
- To manage a team of AM to grow the accounts.
- To meet financial KPI, and grow the accounts.

#### Requirements:

- Bachelor or Master degree in relevant subject for one or more functional areas (Functional areas are: Finance & Control, Human Resources, Marketing & Sales, Operations, Procurement, Risk Management, etc.)
- Good understanding of Global Telecommunication / IT services and solutions.
- Self driven and energetic
- Resourceful and creative
- Possess strong leadership skills.
- Able to project strong, positive image of self and Company.
- Able to build good customer relationships at all levels.
- Regional exposure and MNC experience
- Able to present well.

To apply, please email your CV to [headhunt@capitagrp.com](mailto:headhunt@capitagrp.com) with HEADHUNT-JYL-GAD in the subject. Do contact us at +65 6603-8001 for more details.

### Training Manager

#### Responsibilities:

- Responsible for the training and career development of the company for clinical research coordinators.
- Develop training plan for clinical research coordinators in line with company business development
- Identify and maintain up to date training and development requirements of the clinical research coordinators
- Develop experienced clinical research coordinators to coach and mentor junior clinical research coordinators
- Participate in relevant national training network to ensure alignment of training activities
- Perform training needs analysis and plan annual training programme
- Prepare annual training budget
- Prepare monthly and annual training report
- Design and develop/revise in-house training programme / courses and materials to be consistent with the business goals and objectives of company
- Designing and delivering soft skills training programmes
- Vendor Management and evaluation
- Implementing and evaluating people development initiatives
- Updating of training policies & processes
- Devise and maintain an effective and sustainable system of on-going competency assessment for Clinical Research staff at various levels
- Maintenance of training records and budget spending status

#### Requirements:

- Diploma or Degree Holder in Life Sciences with experience within a training environment
- Candidates with working experience in clinical research & development will be considered favorably
- Regulatory knowledge and experience (ICH & Singapore Good Clinical Practice (GCP) requirements)
- Strong interpersonal and presentation skills
- Effective communication skills
- Highly motivated, adaptable and strong team player with a passion in healthcare
- Skilled in Microsoft Office

To apply, please email your CV to [headhunt@capitagrp.com](mailto:headhunt@capitagrp.com) with HEADHUNT-CEY-TRM in the subject. Do contact us at +65 6603-8003 for more details.

### Learning & OD Manager (Business Partnership)

#### Responsibilities:

This incumbent will partner with internal clients to proactively identify, develop and implement business solutions that support learning and organization development. The scope of work will include the management of client accounts, organization-wide programs, vendor relations, budgets, course administration, and assessment processes.

#### Requirements:

- A basic degree with 5 - 8 years work experience, preferably in a fast-paced, growing industry.
- The competencies include organizational consulting, instructional design, strategic planning, change and transition management, business and marketing communications, stakeholder engagement, project management, group dynamics, and team development.

To apply, please email your CV to [headhunt@capitagrp.com](mailto:headhunt@capitagrp.com) with HEADHUNT-MEL-LOD in the subject. Do contact us at +65 6603-8002 for more details.

### Commercial Manager

#### Responsibilities :

- Perform commercial evaluation of business and operational decisions
- Review financial performance of various business units and recommend improvement plans
- Assist in the compilation of management reports
- Expected to have high level of business acumen and able to work independently
- Financial analysis capability strongly preferred

#### Requirement:

- Degree / Diploma in Business or Accounting
- At least 3 - 5 years experience in finance / commercial

To apply, please email your CV to [headhunt@capitagrp.com](mailto:headhunt@capitagrp.com) with HEADHUNT-AE-COM in the subject. Do contact us at +65 6603-8003 for more details.

### Compensation & Benefits Manager

#### Responsibilities:

- Design and implementation of progressive, relevant and competitive systems and programmes relating to Compensation, Benefits and Awards.
- Reviewing the Rewards & Recognition strategies/programmes to ensure competitiveness vis-a-vis public and private sector organisations and making Com & Ben policies relevant to attraction and retention objectives.
- In addition, you will be given opportunities to plan, devise and make recommendations on HR policies procedures, as well as participate in HR business planning and strategy determination.
- You will also be involved in HR Information System design and development.

#### Requirements:

- Recognised degree/postgraduate qualifications in HR or related fields with 8 or more years' experience, preferably with 3 or more years at a managerial level
- Relevant experience working in the public sector and/or experience working with/managing payroll service partners preferred
- Excellent presentation, project management, consulting, analytical, problem-solving and leadership skills
- Strong organisational, people-relations and communication skills

To apply, please email your CV to [headhunt@capitagrp.com](mailto:headhunt@capitagrp.com) with HEADHUNT-AE-CBM in the subject. Do contact us at +65 6603-8003 for more details.

# Capita

STAFFING & SEARCH

**hydrogen** is a global specialist executive search firm. Our clients work with us because we have relationships with the specialist candidates that they cannot find themselves. Here in Singapore, Hydrogen recruits across the professional disciplines of Finance & Accounting, Business Transformation & Technology, Legal, Oil & Gas and Power.

With international research teams spanning over 40 countries, we are able to offer candidates opportunities on a local and global scale and give our clients access to the best specialist candidates in both the local and international marketplace.

If you would like to find out more about Hydrogen and our plans in the Singapore market, or if we can help you with a particular assignment or career move, then please contact us on:

[asia@hydrogengroup.com](mailto:asia@hydrogengroup.com) or call us on +65 6232 2960

## Business Analyst, Finance Change - VP

SGD \$160,000 - \$220,000 • Singapore

A global investment bank is seeking a VP Business Analyst to assist with the upgrade of the core banking and cash management platforms for its Global Transaction Banking business. You will be responsible for directing overall architecture design to ensure end-flows work efficiently, as well as defining and managing migration planning processes. Given the stage of this project, this is an excellent opportunity to gain high level ownership over this project and excellent senior stake holder exposure.

### Requirements:

- 5-8 years' experience in Finance Change
- Finance systems implementation experience
- Accountancy qualification preferred (ACA, CA, CPA, ACCA, CIMA)
- Investment Banking product knowledge
- SDLC knowledge

### Reference: PP427757

For further information please contact:

**Toby Green +65 6232 2951 or**  
[tobygreen@hydrogengroup.com](mailto:tobygreen@hydrogengroup.com)

[www.asia.hydrogengroup.com](http://www.asia.hydrogengroup.com)

# Global search specialists

## Strategic Planning Manager - VP

SGD \$180,000 - \$220,000 • Singapore or Hong Kong

One of the world's leading investment banks is looking for a hybrid Strategic Planning Manager to review the bank's strategy across Asia. You will be responsible for identifying key issues, structuring and executing project plans and developing strategic insights across the organisation. This is an excellent opportunity to serve as a senior advisor to the business, collaborating with the bank's internal clients and stakeholders.

### Requirements:

- 8+ years of experience in Strategic Planning (management consulting firm)
- Capital markets experience
- Strong stakeholder management
- MBA from a highly reputable university

### Reference: PP235522

For further information please contact:

**Pawan Kumar Lalchand +65 6232 2957 or**  
[pawanlalchand@hydrogengroup.com](mailto:pawanlalchand@hydrogengroup.com)

## Lead Solution Architect

SGD \$180,000 - \$250,000 • Singapore

A top tier, global investment bank is looking for a Lead Solution Architect to support the extensive growth of the bank's presence in the capital markets space. As the key figure head of the Global Architecture team in Singapore, this role offers the opportunity to provide strategic level thinking, in line with developing architectural solutions on a global level.

### Requirements:

- Minimum 8 years' strong experience in an Architecture role
- Proven experience of providing global solutions across a portfolio of multiple applications
- Experience working on multiple platforms, ideally .Net and J2EE
- Strong Investment Banking experience in the derivatives space

### Reference: PP427825

For further information please contact:

**Ammu Punnoose +65 6232 2942 or**  
[ammupunnoose@hydrogengroup.com](mailto:ammupunnoose@hydrogengroup.com)

## Legal Counsel

Singapore

A leading, global wealth management firm is seeking an experienced banking and finance lawyer to play a vital role in a strategic growth initiative across Singapore and India. This is an excellent opportunity to be involved in the implementation of new projects and business lines; collaborating with senior level figures in an exciting and fast-paced working environment.

### Requirements:

- Minimum 5 years' PQE
- In-house experience
- Exposure to wealth management products
- Exposure to non-transactional financial services industry issues
- Exposure to Asia transactions is preferred
- Mandarin language skills would be advantageous

### Reference: JO60727

For further information please contact:

**Anne Romer +65 6232 2959 or**  
[anneromer@hydrogengroup.com](mailto:anneromer@hydrogengroup.com)



# OFFERING A FRESH PERSPECTIVE

## OPERATIONAL RISK ROLES

### Established International Bank Challenging Risk Roles

With a strong global business footprint, this established investment bank is looking to build a strong operational risk management function to provide a clear and consistent framework within the Group. Due to expansion, the need for several challenging specialist roles have emerged within the regional operational risk management team.

#### Key Responsibilities:

- establish strong relationships with the various business lines (e.g. front office, infrastructure groups) to understand and access risk issues within APAC
- ensure that the business is SOX-compliant through scoping, monitoring, regular evaluation and testing of controls
- participate in operational risk engagements in the different business lines to achieve wider operational risk responsibilities within the business in the future

#### Key Requirements:

- degree qualified with a minimum of six to ten years' experience in a banking environment (public accounting/audit)
- strong organisational skills and detail oriented
- extensive experience in managing SOX compliance efforts (drafting to controls testing)
- excellent problem-solving, research and analysis, technical, team building and leadership skills

Interested applicants should email their CV to **Paul Lee** at [paul.lee@robertwalters.com.sg](mailto:paul.lee@robertwalters.com.sg) or call **(65) 6228 0243** quoting **Ref. No. 385210**

## AVP – FP&A

### Top-tier Investment Bank Excellent Career Progression Opportunities

Due to business expansion, this top-tier investment bank is seeking an AVP for its financial planning and analysis (FP&A) team. This team provides finance support and analysis to the senior management, including front office.

#### Key Responsibilities:

- key contact point with trading COOs for financial support, analysis and MI
- produce geographical and product analysis as well as MI for the front office, finance and regional senior management
- perform competitor analysis
- drive business planning, budgeting, profitability and productivity analysis
- prepare performance summaries for the senior management (e.g. PBT, net income, costs and country views)

#### Key Requirements:

- qualified Accountant with a strong academic background
- seven to ten years' post qualification experience in a reputable and established investment bank; investment bank experience is critical
- knowledge of investment banking products, experienced in financial planning and analysis, with the ability to produce value-added analysis and MI
- effective communication skills (written and verbal), with the ability to influence and interact with the senior management, internal business clients and finance counterparts
- strong Excel and Powerpoint skills

Interested applicants should email their CV to **Ailing Huang** at [ailing.huang@robertwalters.com.sg](mailto:ailing.huang@robertwalters.com.sg) or call **(65) 6228 0205** quoting **Ref. No. 384600**

## PRICING SPECIALIST – TEAM LEAD

### European Telecommunications Company Contract Opportunity

This European-based company operates critical networks and IT systems for some of the largest and most demanding organisations in the world. A leading supplier of networked IT services for both high profile public and corporate sectors, it is currently providing an exciting opportunity to support the development and delivery of individual pricing tactical proposals, policies, processes, compliance and data.

#### Key Responsibilities:

- manage team members and provide support
- manage processes required to gain approval for individual pricing strategies, tactical proposals, policies and processes
- handle specific regulatory responses, price control mechanics and develop supporting data to justify pricing proposals or regulatory approaches
- administer and develop compliance systems, processes, price data as well as compliance data building and activity to monitor compliance and rectify anomalies
- support the creation of price designs for specific products, customer segments or customer bids
- perform support infrastructure for cross functional pricing activity, industry and regulator debates as well as customer pricing issues for specified products or within customer segments

#### Key Requirements:

- excellent understanding of pricing and commercial principles
- demonstrated excellent communication, interpersonal and relationship management skills
- sound numerical, pricing and price compliance skills to support commercially and regulatory sound decisions
- experience within a telecommunications company is preferred

Interested applicants should email their CV to **Gwen Lim** at [gwen.lim@robertwalters.com.sg](mailto:gwen.lim@robertwalters.com.sg) or call **(65) 6228 0294** quoting **Ref. No. 381010**

## VP – RISK & CONTROLS

### Outstanding Opportunities Global Presence

This European bank enjoys an esteemed international reputation as the market leader across a diverse range of financial products and investment banking activities. With a committed focus to its APAC operations, an opportunity has now emerged for a senior securities operational professional to participate in its growth in this region.

#### Key Responsibilities:

- develop the risk and control framework for securities operations
- maintain documentation for risk and control initiatives, KRI determination and reporting
- assist line managers with reviewing and understanding the level of operational risks across end-to-end processes in securities operations, and assess the adequacy of people skill sets and resources whilst implementing appropriate remediation
- assist with the development and adoption of the controls framework, develop required MIS and report control performance to the operations senior management
- assist with the building of a strong governance infrastructure for assessment and tracking in order to shape the control agenda and drive change relating to various operational risks
- drive change and improvement in the controls environment, initiate training and communication to enforce a culture of self assessment and continuous improvement

#### Key Requirements:

- degree educated
- seven to ten years' experience in an investment banking operations environment
- in-depth understanding of the securities operations
- experience in business process engineering and 'deep-dive' analysis, including report writing and workflows
- strong awareness of key risks and control issues facing an investment banking operations division
- excellent knowledge of Microsoft Visio, Powerpoint, Sharepoint, Excel and Project

Interested applicants should email their CV to **Sherry Zerh** at [headhunt\\_banking@robertwalters.com.sg](mailto:headhunt_banking@robertwalters.com.sg) or call **(65) 6228 5319** quoting **Ref. No. 387370**

[www.robertwalters.com.sg](http://www.robertwalters.com.sg)



## RETAIL BANKING CREDIT OPERATIONS

Various Positions  
Strong Asian Presence

With an extensive banking network in Asia, this leading retail banking specialist responds to the growing sophistication in the customers' appetite for investment through providing financial services and investment opportunities.

Due to continued growth, it is currently seeking an experienced retail banking operations professional specialising in unsecured credit operations.

### Key Responsibilities:

- design originations processes for unsecured credit operations to ensure that they are robust, scalable and mistake-proof
- ensure that new applications for various unsecured facilities are processed within the agreed internal service level agreements
- lead and motivate the team to achieve better performance requirements
- manage all stakeholders
- utilise MIS and workflow systems to ensure optimised operations
- ensure compliance, regulatory and credit guidelines

### Key Requirements:

- at least 10 years' retail lending operations experience
- managerial experience is essential; ideally managed more than 10 staff
- strategic planning and prioritisation skills
- experience in project management is preferred

Interested applicants should email their CV to **Elaine Truong** at [elaine.truong@robertwalters.com.sg](mailto:elaine.truong@robertwalters.com.sg) or call **(65) 6228 0232** quoting **Ref. No. 387360**

## RELATIONSHIP MANAGERS (BUSINESS BANKING / SME)

Strong Lending Balance Sheet  
Team-Leader Opportunities Available

A reputed local bank with an extensive local on-ground presence seeks ambitious and experienced SME / business banking sales professionals to join its team. The bank offers the incumbent exposure to a diversified range of products and the ability to "hunt" as well as "farm" potential and current business clients respectively.

With healthy and aggressive growth plans in place, the potential for career advancement is prevalent and highly likely upon success. Team leadership opportunities are also available for individuals with relevant experience. There is potential for attractive remuneration, which will commensurate with qualifications and relevant experience.

### Key Responsibilities:

- sell and market a broad range of banking products and services to meet the financial and investment needs of SME companies
- represent the bank on the acquisition of new borrowing accounts as well as originate and maintain long-term and profitable banking relationships with both existing and prospective customers
- cross-sell a range of products and services offered by the bank whilst making business referrals to other business units

### Key Requirements:

- recognised degree in Accountancy, Business Administration and/or Banking and Finance
- preferably one to two years' credit and marketing experience in handling local SME businesses
- strong analytical, communications and interpersonal skills
- good spoken English and preferably conversant in Mandarin and major dialects
- ambitious, self-driven and motivated for success

Interested applicants should email their CV to **Kristie Chew** at [kristie.chew@robertwalters.com.sg](mailto:kristie.chew@robertwalters.com.sg) or call **(65) 6228 0287** quoting **Ref. No. 382870**

## PROJECT DIRECTORS – UC/NETWORK

Global Telecommunications Company  
High Profile APAC Product Launch Opportunity

This leading global telecommunications company provides world-class integrated network services and has a strong presence within APAC for over 20 years. Due to regional expansion, it is currently looking for Senior Project Directors to join its team.

### Key Responsibilities:

- manage end-to-end product launches whilst achieving defined launch dates in conformance to the APAC programme implementation criteria
- manage interdependencies between simultaneous product launches to ensure effective regional launches
- engage with GCSO and platforms to ensure adequate planning and that deliveries are met according to defined timelines
- proactively manage project issues and risks whilst taking escalatory actions
- define and implement solutions to deliver positive business impacts
- manage ambiguity whilst dealing with emerging business strategies and define client business objectives

### Key Requirements:

- minimum of eight years' project management experience within a relevant industry
- formal project management qualifications (i.e. PRINCE2 and APM)
- possess technical experience with relevant UC or networking company's technologies
- ability to manage strategic changes within a complex operating environment
- proven track record of leading internal and external multi-disciplinary teams
- experience in launching multiple products simultaneously

Interested applicants should email their CV to **Samuel Henderson** at [samuel.henderson@robertwalters.com.sg](mailto:samuel.henderson@robertwalters.com.sg) or call **(65) 6228 0261** quoting **Ref. No. 387070**

## DERIVATIVES LAWYER

Cross-border  
More Than Eight Years' PQE

This leading global investment bank has an esteemed international reputation as the market leader across a diverse range of financial products and investment banking activities. It provides worldwide market coverage including derivatives, equities, foreign exchange, fixed income and structured products markets.

### Key Responsibilities:

- work closely with sales and trading
- review and draft documentations relating to a wide variety of products
- coordinate, supervise and review legal analysis by local counsels
- provide legal risk management and support within APAC with a focus on derivatives
- meticulously observe topical developments in cross-border structured derivatives throughout Asia

### Key Requirements:

- qualified as a legal practitioner in a Commonwealth jurisdiction
- more than eight years' PQE with a banking and finance background
- prior derivatives experience and in particular, credit derivatives
- experience in debt capital markets or debt restructuring is preferred
- strong team player with essential management skills

Interested applicants should email their CV to **Jasmine Sim** at [jasmine.sim@robertwalters.com.sg](mailto:jasmine.sim@robertwalters.com.sg) or call **(65) 6228 0238** quoting **Ref. No. 384290**

**ROBERT WALTERS**

*continues from front page.*

Many companies leave customer perceptions completely to chance. They are so entrenched in their business and the services and products they sell that they lose sight of one of the most important factors of sustainability – their reputation in the minds of their customers.

Companies that don't take an active part in defining their culture and reputation give these up to their customers. Unfortunately for them, unhappy customers are the ones doing most of the talking.

Many studies support the finding that happy customers tell four to eight people about their positive experiences. However, dissatisfied customers tell up to 20 people within 24 hours when they are dissatisfied with the customer experience. With social media outlets, dissatisfied customers can spread the message instantly.

Companies can be defined by their dissatisfied customers before they even realize it is happening. Is your company enabling these upset customers to dictate your reputation? Are you losing potential customers and not even knowing it? Studies have found that usually the customers who are leaving you, leave you quietly and don't tell anyone in your organization the reason why.

The goal of your company is to stand out in the crowd. Set yourself apart from the broad field of competitors by crafting and implementing a reputation that will make your potential customers want to go out of their way to do business with you.

Define your desired culture. The culture will be the way you live and breathe within your organization. It becomes your way of life. It will be the consistent experience of the actions, behaviours, and practices that customers and your staff come to expect and appreciate when interacting with you.

Leadership must embrace both the culture and core values. Teams are much more likely to properly convey the desired message and actions to customers when they see it coming from leadership themselves.

In determining your culture, focus on the characteristics of your business, not the field of business you are in. To begin the process, consider words such as progressive, innovative, educational, effective, efficient, quality conscious, socially conscious, fun, empowering, broad-minded, and respectful.

Once the ideal culture and core values are in place, ingrain them into your teams. Ensure that everyone in your organization understands and embraces the culture and core values. This process is crucial. If your team does not understand the image the company is striving to convey, how can they properly implement and communicate it to the customers they are serving?

Clearly define your desired customer experience. Examine your culture from the perspective of your customers. Identify the ideal business interaction between your customers and you. What does it look like to them? What feelings are they experiencing? How is your staff treating them? Is your staff engaged with the customers? Are they forming relationships with your customers? What are your customers saying about you?

Train your teams. Improve your teams' customer service skills and ensure consistency across the board. Don't focus on best practices; focus on the next practice. Best practices are simply an improvement on what your competition is already doing; the next practice is to do it differently in a way that impresses your customer.

People do business with those they know, like, and trust. This concept has been around for ages. Customers do not buy your product or service; they can find that from any number of your competitors. What they are buying from you is the relationship you are promising them if they do business with you.

Effective business relationships are forged in much the same way that effective personal relationships are sustained – by engaging and communicating. When companies engage their customers, they are forming mutually beneficial partnerships. By engaging with and understanding your customers, you can tailor a solution with your service or product designed specifically to solve a problem or need they have.

Understanding your customers and their needs and wants enables you to deliver service in a way that your competition can't or isn't willing to deliver. Your customers are more likely to continue doing business with you because of the lengths you go to delight and please them.

Engagement means caring. Customers often don't care how much you know until they know how much you care. Engagement with a customer demonstrates a genuine concern to give them what they are looking for. Customers increase their purchase amounts and frequency when they understand that you are providing them with the material or service you feel best meets their needs. Discovering the issues behind their reason for purchasing your products will help you develop a relationship with the customer that is truly centered around them. Customers appreciate the extra time and attention you spend getting to know them and their situation, and are more willing to work with companies that value the symbiotic relationship.

Customer retention is the direct result of excellent customer service and customer satisfaction. Once the culture has become customer-centric and customers are truly engaged, the service you deliver to them becomes valued. The entrepreneurial spirit in each of your team members begins to emerge as they make decisions and deliver enhanced customer service as if they were the business owner. Customers are viewed as not only people who do business with you but also the ones who keep you in business.

Many organizations empower their staff to use their creativity to delight and retain customers. Some companies have friendly competitions to determine the most creative method an employee used that month to solve a customer issue or delight a customer. With guidelines in place, staff have the authority to act in the best interest of the customer, and deliver excellent service that far surpasses anything the competition has ever thought of.

Define as many aspects of the customer experience as possible. Give your teams clear expectations about what you want them to deliver to their customers. Without clear expectations, everything is left to chance. As a business, you have the opportunity to strategically place yourself in the hearts of your customers by consistently giving them what they want and building a relationship with them that your competition isn't even thinking about.

Successful business relationships continue long after the initial product or service has been purchased. The initial purchase is just the first step in the relationship. If you have been successful in building a sustainable relationship, you have created an indelible image and feeling in the mind of the customer that makes them want to return again and again. Whether it be for information, education, fact finding, or preparation for the next purchase, the relationship is based on much more than the initial product or service that was purchased.

Customer-centric companies that define their own reputations are acting as consultants to their customers and helping them in any way possible. Their goal is to solve the problems of their customers before they themselves are even aware that there is one.

Unless you are the only game in town, there is no way to retain your customers without delivering excellent service. Your organization's reputation is up to you. Be proactive and define how you want to be known, and what your customers should experience. Doing this will set you apart from the competition. Keep your focus on your customers, and they will have no reason to go anywhere else.

Visit [www.KristinaEvey.com](http://www.KristinaEvey.com) for more information on the services and programs that Kristina Evey offers to companies interested in improving their relationships with their customers.

**This article can be found in the latest edition of the Drake Business Review. For this and other Management articles, contact Nina Hendriks at 6531 0513 or [nina.hendriks@drakesin.com.sg](mailto:nina.hendriks@drakesin.com.sg) to request for your own copy of the DBR.**

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## Claims Manager

**SGD9,000 per month**

– Singapore

A leading international reinsurance client is looking for a Treaty Claims Manager to join their growing operations in Asia. Working in Singapore you will be responsible for liaising with branch offices throughout the region offering technical expertise specifically in regards to treaty business. Whilst the book contains some marine risks the majority is made up of property business (excess of loss). Reinsurance property claims experience is mandatory, as are excellent technical and communication skills.

Contact: Gareth.Phillips@ipsgroupasia.com Ref:HH470057GP

## Property Underwriter

**SGD 12,000+ per month**

– Singapore

A senior property underwriter is required to work for an international reinsurance company in Singapore. Property underwriting experience is mandatory as is experience of building and maintaining a profitable treaty book of business. Excellent broker and client relationships are necessary to grow this established book throughout the Asia Pacific region. Industry recognised qualifications are desirable as is proficiency in Mandarin or another Asian language. Experience of managing small/medium sized underwriting teams would also be beneficial.

Contact: Gareth.Phillips@ipsgroupasia.com Ref:HH469927GP

## Finance Director

**SGD 12,000+ per month**

– Singapore

A leading General Insurer is looking for a Finance Manager to act as the link between key stakeholders and the MAS, as well as preparing monthly and quarterly management accounts including analysis and interpretation of technical results. You will need to be a fully qualified accountant demonstrating experience within insurance. You should be prepared for matrix level reporting with links to all global heads and you will need the autonomy and character to work in a stand alone position.

Contact: Gareth.Phillips@ipsgroupasia.com Ref:HH469764GP

## Life Underwriting Manager

**SGD 8,000 per month**

– Singapore

International Life Insurance client requires Underwriting Manager to support the life underwriting team. You will ensure underwriting turnaround times are met as well as reviewing company underwriting guidelines and ensuring they are in line with the market place. You will also have an involvement in the underwriting and claims committee discussing complex underwriting and claims cases. You will need life underwriting experience and the confidence to work across all levels of an organisation. Medical related degrees would be beneficial.

Contact: Richard.Burfit@ipsgroupasia.com Ref:HH470090RB

## Life Claims Executive

**SGD 4,500+ per annum**

– Singapore

Leading life insurer is searching for a life claims executive to manage life claims and maturity transactions as well as assess life claims liability and payment to correct claimant. You will be liaising with other insurers, hospitals, internal and external legal executives as well as. You are required to demonstrate experience of working with life insurance claims.

Contact: Richard.Burfit@ipsgroupasia.com Ref:HH470091RB

## Actuarial Manager

**SGD 9,500 per month**

– Singapore

An Actuarial Manager is required to join an international Life insurance company in Singapore to manage life insurance valuations, pricing, portfolio monitoring and reports. You will manage the teams activities in accordance with agreed guidelines ensuring actuarial work, statistical and marketing analysis is processed efficiently. A degree in either mathematics, statistics or actuarial science is required as well as evidence of actuarial exams from a recognised body. Good leadership and teamwork skills are also required.

Contact: Richard.Burfit@ipsgroupasia.com Ref:HH470092RB

**Singapore**

Tel: +65 6223 1023

**Hong Kong**

Tel: +852 3189 7635

**Shanghai**

Tel: +86 21 6182 6820

**Chicago**

Tel: (1) 312 214 4983

**London**

Tel: +4420 7481 8111

**Manchester**

Tel: +44161 233 8222

[www.ipsgroupasia.com](http://www.ipsgroupasia.com)



## Deputy Manager Logistics - APAC (Manufacturing)

Reed Specialist Recruitment



One of the world's largest conglomerates in chemical trading is now hiring a Deputy Manager to manage their inbound, warehousing and outbound logistics operations. Based in Singapore, you will report to the Logistics Manager and manage a team of five.

The ideal candidate will have between six to ten years experience in the field. Substantial experience and skills in negotiating prices with shipping companies is a must. You should have at least three years experience in managing a team and good experience with inbound, warehousing and outbound logistics in the region. Relevant qualifications in the logistic field are preferred.

A Salary package of SGD 6000 per month + standard company benefits + excellent career progression will be provided to successful candidates.

## Senior Network Engineer

xcellink

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the link to service excellence

### Responsibilities:

- Responsible for network monitoring and support
- Ensure strict compliance to process flows and deliverables
- Ensure all matters are escalated according to proper procedures and incident management processes
- Ensure timely resolution of all tasks to meet the required turnaround time
- To be deployed at different venues to assist onsite teams when necessary
- Monitor status of all security appliance equipment
- Monitor Internet Desktop Anti-Virus Alerts, Windows patches, etc
- Monitor SSMP traps and Firewall alerts

### Requirements:

- Candidate must possess a Diploma Computer Science/Information Technology or equivalent as well as completed CCNA/ CCNP certification
- Required skill(s): IBM AIX, Cisco Routers, LAN, MS Exchange, WAN, UNIX.
- At least 5-8 years experience with hands-on experience in the configuration for routers, switches, firewall, proxy and IPS, network infrastructure & design, support and management
- Good written and spoken English is a must

## Deputy General Manager (Sales & Marketing)

BGC Group

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### Responsibilities:

- Well Versed in Marketing, Developing Dealer/Retailer Networks and Incentives,
- Develop marketing analysis and strategies such as pricing policies, point-of-sales, promotion
- Branding & Sales Promotion with marketing channels or end users
- Product launch events, road shows, training materials and workshop
- Sponsorship to partners and events

### Desired Candidate Profile

- Candidate must be Grad/ MBA with 10-15 Years Experience in Manufacturing
- Proven track record in trade marketing, advertising and promotion as well as e-marketing.
- Your strong interpersonal and communication skills, are key to this position, along with fluency in spoken and written English and Chinese.
- Fluency in English and Mandarin is critical for the success of this position.
- Possess developed analytical, quantitative skills and good business acumen

Awaits you.

HEADHUNT

# CAREER EXPERT

Dear Chris,

I am Manager in a Pharmaceutical company and am not only concerned about the skills shortage but also with high staff turnover. Retention is a key focus for us going forward but we've already lost some of our valuable employees despite some good counter offers. Do you have any advice? Thank you in advance.

Regards,  
Ronald

Dear Ronald,

Thank you for your question. Counter offers are on the rise in general and this trend is likely to continue over the next 12 months. Unfortunately this is rarely a successful retention strategy.

In the current market, employees with in-demand skills are presented with a variety of employment opportunities. So it's only natural to see a rise in the number of candidates leaving their secure roles in search of a new and exciting opportunity.

For employers with a strong talent pool, this means you need to do everything you can to retain your team before they seek or attract interest from outside the business. In cases where an employee does resign, it's understandable that employers do counter offer.

Even if a counter offer is accepted, we still caution concern as the original motivation for looking for another role remains, and often the staff member ultimately leaves the business anyway. In many cases the employee stays less than 12 months.

An employee's reason for originally resigning will not be solved simply through a counter offer. Unless the issues are addressed, the employee is still likely to seek a better offer elsewhere.

If you haven't already done so, I suggest you communicate career development plans clearly with your employees.

Here are some other tips to help you retain your valued employees:

**Know what you are looking for:** Retention starts with great recruitment. Clearly identify, by benchmarking great performers, what makes someone successful in your organisation. Make sure the individual fits the criteria. In the recruitment process, include an assessment of the individual's values and motivators to ensure they are aligned with the company's or team's goals.

**Train people well:** Do you ensure that the people in your business have everything they need to do their jobs well?

**Communicate expectations:** Ensure employees know what your company stands for - in other words, the culture and values - as well as what is expected of them in terms of technical output and behaviour.

**Performance management:** It's no surprise that employers of choice have solid performance management methodology, such as a robust, regular appraisal system that is user friendly and which managers are committed to. Formal performance feedback is critical and an excellent opportunity to ensure talent is engaged.

**Career development:** Does everyone in the business know what opportunities they have available to them for development? Not everyone is interested in career development but top talent always is! It can be difficult for small organisations to offer opportunities but career development is not restricted to promotion. Can you offer additional responsibility such as supervising other employees?

**Quality of managers:** Front line managers are the key to retention. People join companies and leave people. They are at the coal face. How good are your managers at motivating and inspiring their team members? Managing performance, good and bad? Setting useful goals? Providing useful performance feedback? What does your organisation do to develop its managers?

**Inclusion:** Ensure employees feel of included and are empowered to make decisions. Allowing people to be part of the decision making process, particularly in relation to decisions that affect their jobs and the overall direction of the company when possible, engages them with your business.

**Rewards:** Well developed reward and recognition programs can be

used as part of a successful retention program, as long as there is a fair and equal system of processes for rewards. In a recent survey we found that employees prefer financial or a combination of financial and non-financial rewards over straight non-cash benefits. The way in which staff are rewarded for hard work or successful results, or even as part of a salary package, is at the heart of the employment relationship.

**Attractive package:** Not all organisations can offer a competitive salary. If you can't, you should try to offer an attractive benefits package, which could include flexible hours, weekly or monthly office lunches, life or health insurance, sports events and a work/life balance.

**Recognise unique talents:** Everyone is unique. Recognise and utilise the unique talents of each staff member. Best of luck and please do contact us for further advice or visit [www.hays.com.sg](http://www.hays.com.sg).

Regards,  
Chris Mead  
General Manager  
HAYS Singapore

#### About Hays

Hays is the leading global specialist recruiting group. It is the expert at recruiting qualified, professional and skilled people worldwide. It operates across the private and public sectors, dealing in permanent positions, contract roles and temporary assignments.

Hays employs 6,933 staff operating from 345 offices in 28 countries across 17 specialisms. For the year ended 30 June 2009, Hays placed around 50,000 candidates into permanent jobs and around 270,000 people into temporary assignments.

For recruiting or career expertise, please visit [www.hays.com.sg](http://www.hays.com.sg)  
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Hays in Singapore can be contacted on +65 6223 4535 or [chris.mead@hays.com.sg](mailto:chris.mead@hays.com.sg)  
Send your questions to [marketing@headhunt.com.sg](mailto:marketing@headhunt.com.sg)

2nd Annual

# CFO

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**CHARI TVT**  
CFO  
**Celcom**



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My Client, a large technology company is currently looking to hire:

### Senior Solution Consultant

**Responsibilities:**

- A subject matter expert and contributes proactively to sales team efforts and positively influences decisions.
- Responsible for providing pre-sales and post-sales support for selling Products and Professional Services
- Provide in-depth technical knowledge and support during the sales cycle, enabling end user customers, channel and industry partners in the deployment of products.
- Work with the System Engineering team to supplement their expertise in relevant solution areas, design the solution using a range of products in order to gain technical acceptance

**Requirements:**

- 5 to 8 years experience with knowledge in Solutions, products within IT security, storage and systems management software portfolios.
- Excellent verbal and written communication skills. Has capability to possess presentation ready knowledge of various products or solutions
- Handle project implementation of company related solutions. Good FSI exposure is an advantage.

Interested applicants should email their CV to **Vivian** at [vivian@chris-consulting.com](mailto:vivian@chris-consulting.com) quoting the job title in the subject line.

**CHRIS**  
CONSULTING

Our client, a consumer bank is looking for an experienced individual to join their expanding team.

### AVP, Business Analyst

**Responsibilities:**

- Active monitoring of revenue and expense against budget and reporting of gaps to in a timely manner to facilitate decision-making and resolution.
- Work closely with Finance, Product Managers and Franchises to agree on a common set of Revenue projection (Flash, Accrual, Re-forecast) for submission to Group Finance and CBG Management.
- Monitoring of actual/projected revenue and expenses against budget and timely reporting of actual/potential unfavorable variances to Senior Management / Business Heads.
- Continuous refinement of the policy and procedures, with consideration of customer fee back, productivity gain, cost saving and our competitive advantage.

**Requirements:**

- A good degree with at least 5 years of similar experiences
- Strong business analysis and IT skills
- Experience of working within a Pan-Asia/Global environment.

Interested applicants should email their CV to **Chris Jyeong** at [contact@chris-consulting.com](mailto:contact@chris-consulting.com) quoting the job title in the subject line.

**CHRIS**  
CONSULTING

Our client is an aggressive expanding Financial Services company in Asia. Currently they are seeking for an experienced Human Resource individual to join their team.

### Human Resource Director

**Responsibilities:**

- Develop and direct the implementation of Human Resources programs, policies and processes for the Global Business Unit.
- Develop and execution of HR strategy and models to support the business, organizational capabilities
- Oversee all human resources issues including staffing, employee/labor relations, orientation and development, and compensation and benefits.
- Plan and direct training and development programs with talent management in mind

**Requirements:**

- A senior HR practitioner with 10 – 15 years of functional HR experience within the Financial Services industry
- A consummate relationship manager with an appreciation of organizational development interventions, consulting & change management
- A good understanding of resourcing, rewards and talent development.

Interested applicants should email their CV to **Christopher** at [cl@chris-consulting.com](mailto:cl@chris-consulting.com) quoting the job title in the subject line.

**CHRIS**  
CONSULTING

Our client is a premier global bank and currently they are seeking to recruit a seasoned AVP/VP/SVP – Internal Audit to join their team.

### Internal Audit, AVP/VP/SVP

**Responsibilities:**

- Execute and manage audit engagements covered by the Department
- Work with the respective business units to identify and improve internal controls to better manage business risks
- Assess business risks and controls; recommend business-focused solutions to improve risk management practices
- Prepares and reviews audit reports for the management of the business unit after completion of fieldwork.

**Requirements:**

- A good degree with at least 6 years of similar experiences, preferably in a risk or audit function
- Strong financial quantitative background and good knowledge of financial instruments
- Some travel (approx 20%- 30%) around the Asia Pacific region may be required to execute certain audits.

Interested applicants should email their CV to **Mingli** at [mingli@chris-consulting.com](mailto:mingli@chris-consulting.com) quoting the job title in the subject line.

**CHRIS**  
CONSULTING

My Client, a global technology company is currently looking to hire:

### Regional Sales Manager

**Responsibilities:**

- To responsible for overall business development in the Southeast Asia Region.
- To develop and execute a targeted sales plan to embed, prospecting, organizing resources, leading meetings and demonstrations with prospects, closing deals and facilitating contract negotiations.
- Must demonstrate a deep understanding of the sales process and revenue goal attainment and bring a track record of successfully selling technology to solve business problems.
- Plan and co-ordinate marketing/sales activities, formulate area sales strategies, keep close relationship with customers, Achieve sales targets

**Requirements:**

- Minimum a Bachelor's Degree with 5 years sales and operations experience in the IT/Insurance industry. Has ability to meet travel requirements
- Sounds domain knowledge in Life and/or General Insurance will be an added advantage
- Good interpersonal communication and customer service skills are needed in order work successfully with prospects, customers, and cross functional teams to meet performance goals.

Interested applicants should email their CV to **Vivian** at [vivian@chris-consulting.com](mailto:vivian@chris-consulting.com) quoting the job title in the subject line.

**CHRIS**  
CONSULTING

Our client is a diversified financial services holding company with subsidiaries engaged primarily in investment and financial planning.

### Resourcing Strategies

**Responsibilities:**

- Work with hiring managers to develop search strategies, and overall staffing needs for the organization.
- Build consultative relationships with client groups to establish talent acquisition plans and execute to that plan by delivering high caliber candidates for Technology positions.
- Develop and execute unique strategies and relationships to better understand business changes, hiring needs, and market climate.
- Engage prospects and evaluate candidates for competency fit with the organization as well as against qualifications for the job; acts as talent broker for the organization when top talent is identified by sharing the candidate with other recruiters and clients.

**Requirements:**

- 4+ years of HR experience who values integrity, quality, and has a strong sense of urgency. Ability to manage competing demands, prioritize and successfully meet client needs
- Flexible nature and ability to meet changing demands in a dynamic work environment
- Proven strength in the management and development of relationships with candidates and hiring managers.

Interested applicants should email their CV to **Christopher** at [cl@chris-consulting.com](mailto:cl@chris-consulting.com) quoting the job title in the subject line.



## Director, Communications, Asia Pacific

We are seeking on behalf of our client, a global MNC in providing customized end-to-end logistics solutions to the FMCG, Hi-Tech, Oil & Gas and Automobile industries the talent of a Marketing and Communications Director. Reporting directly to the Asia Pacific Director, you will be accountable for driving the marketing and communications activities and initiatives for the Asia Pacific region.

You will be responsible for:

- Developing and executing communication protocols and plans for integrated communication activities across the region.
- Communicating with both internal and external customers and the media.
- Creating regional communication plans adhering to central guidance including regional and external message dissemination
- Working closely with the Marketing and Communication Team in the region to develop joint consistent and shared approach as appropriate and support with material development and to increase skills
- Managing the production of regional marketing collaterals, including the concept development, design, content, budget, vendor selection, production and distribution.
- Managing the delivery of corporate and product trade advertising and tradeshow presence
- Providing the overall image, branding and corporate identity direction for marketing communications in Asia Pacific that ensures strong verbal and visual brand presence and consistent messaging in the market place that adheres to central guidelines.
- Counsel business unit leaders on marketing communications strategy for new product launches and product enhancements.
- Developing senior thought leadership presence across the region with key trade and business media to grow the company's awareness.
- Actively working across all countries to increase brand and company's awareness and support local teams in developing materials.

To excel in this role, you must have:

- Bachelor's degree in Marketing, Journalism, Communications or Public Relations
- At least 8 years of solid experience in Marketing, Communications and Public Relations
- Strong command of English with solid communication and business writing ability.
- Confidence and ability to interface and engage with senior leaders of the organization.
- Analytical skills to interpret and summarize executive charts and reports
- Ability to effectively present information and respond to questions from internal, external customers and the general public.

To register your interest, please contact Jeannie Tan at +65 6531 0516 or visit [www.drakejobs.com.sg](http://www.drakejobs.com.sg) and apply to Job Reference SG1069JT000007 stating your current and expected remuneration and notice period.

## Business Solutions Manager

This is a leading logistics company in providing customized end to end logistic solutions with worldwide presence. Due to the rapid growing business and expansion, they are seeking the talents of Business Solutions Manager to provide quality and well-developed logistics solutions to their major clients in their specific verticals.

You will be responsible for supporting first line sales management in development of existing/new Major Account (MA) and Multi Country MA opportunities. Manage and co-ordinate specific projects - identify, develop and deploy customer specific solutions and value added solutions. Responsible for effective implementation and hand over of gained contracts to the relevant parties.

### New Business Filtration

- Manage cross-functional filtration for all MA and multi-country opportunities to maintain focus on the company's business/product fit
- Act in response to functional directives concerning business solutions

### New Business Development

- Develop, co-ordinate and implement account opportunities in support of Major Account Manager
- Liaise with functional process owners and other involved country representatives in relation to multi country to ensure up to date information is available to be incorporated within proposal documents and shared with first line sales management
- Manage project implementation and review

### Development of Customized and Sector Solutions

- Develop customized solutions for key customers within the company with a view towards further improving services and customer retention in this customer segment
- Develop target sector specific solutions to support penetration level in Vertical Market target sectors
- Effective project management along with relevant functional experts and other involved country representatives in relation to multi-country MA

### Education / Experience / Knowledge

- Min Degree in Supply Chain/ Logistics Management
- At least 2 to 3 years experience in a project management or similar role
- International business experience / awareness
- Project Management experience on multi-functional projects
- Knowledge of value added and supply chain solutions
- Good written and verbal communication skills
- Possess strong conceptual and analytical Skills

To register your interest, please contact Jeannie Tan at +65 6531 0516 or visit [www.drakejobs.com.sg](http://www.drakejobs.com.sg) and apply to Job Reference SG1069JT000008 indicating your current and expected remuneration and notice period.

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## Multiple Oil & Gas Positions

With offices spread across the world, this leading Norwegian oil services company that is highly recognized for increasing their clients Oil and Gas production is currently seeking a number of talented and committed people for their Singapore office.

Due to expansion plans and project requirements, numerous Engineering and Design roles from Junior to Senior levels in the following disciplines are available:

- Electrical
- Mechanical
- Process
- Structural
- Instrumentation
- Piping
- Project/Planning
- Technical safety

### Requirements:

- Degree in Engineering for Engineer positions and a Diploma in Engineering for the Designer roles
- For Junior to Mid positions - Minimum 3 years experience in the OGP Industry and discipline engineering experience that includes large scale projects
- For the Senior positions - Minimum 8 to 10 years experience in the OGP industry and discipline engineering experience that includes large scale projects
- For Lead positions - Minimum 12 - 15 years experience in the OGP industry and discipline engineering experience that includes large scale projects
- All candidates must possess a good knowledge of international regulations, codes and standards and be well versed in the standard engineering tools in the OGP industry
- For Design roles, be well versed in the standard 2D & 3D drafting tools such as PDMS/PDS

To register your interest, please contact William Broughton at +65 6531 0512, or visit [www.drakejobs.com.sg](http://www.drakejobs.com.sg) and apply to job reference SG1069WB000013 stating your current and expected remuneration and notice period.

## Subsidiary Manager

Based in Singapore or KL, this world leading French MNC that specializes in paint production equipment is currently seeking the talents of a Subsidiary Manager.

As the Subsidiary Manager, you would be responsible for supporting and managing the sales and marketing activities in the ASEAN region, Customer Service & Relationship Management and vendor management. You would also be responsible for managing the Kuala Lumpur Office and increasing revenue through Account & Relationship Management.

Ideally you will have the following:

- Be diploma qualified in Business
- Demonstrated experience in the paint industry, after sales car business or business to business distribution
- Working knowledge of Chinese culture
- Be sales orientated with a technical background
- Possess demonstrated Relationship & Account Management experience
- Possess excellent skills English, both written & verbal.

This role involves 40 - 50% travel including annual trips France and be located in either the Singapore office or the Kuala Lumpur office.

To register your interest, please contact William Broughton at +65 6531 0512, or visit [www.drakejobs.com.sg](http://www.drakejobs.com.sg) and apply to job reference SG1069WB000018 stating your current and expected remuneration and notice period.

# DRAKE INTERNATIONAL

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## IT Manager

Acting on behalf of a leading engineering and construction company, we are currently sourcing an outstanding IT Manager to not only oversee all of their Information Technology hardware and applications software but also manage & develop a team of IT staff.

- To ensure maximum availability of computer systems throughout the Company.
- Responsible for the provision of IT infrastructure services including desktop applications, Local and / or Wide area networks, IT security and telecommunications.
- Support the development and implementation of all system applications.
- Responsible for IT hardware, software and maintenance procurement.
- To develop and maintain a disaster recovery plan.
- To develop and control the IT security policy.
- To develop and prepare software Requirement Specification documentation for all software projects.
- Working with senior management to propose, agree and deliver IT services to defined Service Level Agreements.
- Provide a monthly written report to the IT Director on all aspects of the IT Department.

Possess strong hands-on technical skills in the following area:

- Storage – Openfiler
- Virtualization - Citrix & VMware
- Networking - Cisco, WAN, WIFI & LAN
- Security - OS hardening, netscreen,
- Directory Service - Active Directory
- Lotus Domino R8, BlackBerry Server
- Unix / Linux
- Scripting in php and asp.
- Database - MySQL, postgresql, MSSQL express, pervasive, Ms Access.
- Backup – ArcServe

Skills / Attributes Required:

- Minimum Degree in Computer Science or relevant with 5 years of Technical experience and 2 years in the managerial role.
- Manage staff appraisals, discipline, salary reviews and career development of IT staff.
- Strong leadership skills.
- Be service oriented.
- Able to effectively prioritise and execute tasks in a fast-moving environment.

To register your interest, please contact Andrew Dodd on +65 6531 0520 or visit [www.drakejobs.com.sg](http://www.drakejobs.com.sg) and apply to job reference number SG1069AD000019 stating your current and expected remuneration and notice period.

## Senior Operations Manager, Foodcourts

Established over 10 years ago with the vision to become a world class socially responsible organisation, this local company has now grown to become one of the largest food management organisations with the support of the Singapore government. An ISO 9000 company, this organisation provides Halal-certified and non Halal food and also believes in including all people regardless of age, race and nationality.

Our client is urgently seeking the expertise of an experienced person to fill the role of Senior Operations Manager for their chain of food courts and coffee shops. Reporting directly to the CEO, this candidate will be responsible for the complete operational excellence of the operations.

In this strategic role, you will be required to:

- Identify and resolve all operational issues and establish workable SOPs to prevent recurrence
- Ensure that company standards of hygiene, quality, purchasing and safety are adhered to
- Build, maintain and motivate a cohesive team who working together towards a common goal
- Take necessary actions to correct poor performance
- Review contractors and ensure spending is kept within the budget
- Build and maintain strong relationships with stall tenants and achieve optimal occupancy rate

To excel in this role, you must have:

- At least 5 years of relevant experience in Foodcourt Management
- Extensive database of tenants
- Excellent people management skills with proven motivational techniques
- Ability to make quick and correct decisions and excellent problem solving skills
- Ability to plan, implement and maintain change

To register your interest, please contact Nina Hendriks at +65 6531 0513 or visit [www.drakejobs.com.sg](http://www.drakejobs.com.sg) and submit your CV to job reference SG2425NH000016 stating your current and expected remuneration and notice period.

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## Corporate Legal Counsel & IP Manager

With manufacturing operations spread through out Asia and Sales & Distribution centers in Asia Pacific, The Americas and Europe, this leader in fastening devices with origins spanning from the 1900s is currently seeking the talents of a Legal Counsel & IP Manager for their Regional Head Quarters based in Singapore.

Reporting directly into the CEO, As the Corporate Legal Counsel & IP Manager, you would be responsible for providing guidance and direction on legal issues relating to contracts and intellectual property, regulatory & compliance matters, commercial contracts, work with and manage outside counsel including litigation & non litigation proceedings and support employment related legal activities.

Ideally you will have the following:

- A degree in Law with experience working in a law firm or in a corporate legal department
- Minimum 3 to 5 years experience in an international corporation with exposure to intellectual property issues
- Demonstrated ability to manage outside legal counsel
- Experience in manufacturing environment is desired but not essential
- Demonstrated negotiation & conflict resolution skills
- Outstanding communications in English, both written & verbal
- Demonstrated experience with working to deadlines and managing multiple priorities
- Be cross culturally sensitive and experienced in working with a diverse corporate team

To register your interest, please contact William Broughton at +65 6531 0512, or visit [www.drakejobs.com.sg](http://www.drakejobs.com.sg) and apply to job reference SG1069WB000019 stating your current and expected remuneration and notice period.

## Project Manager – Telecoms

This is a great opportunity to become part of a rapidly developing IT telecommunications solution provider. This company oversees the entire project life-cycle from initial costing and feasibility studies through to design, engineering and construction, installation, maintenance and support.

Reporting to the Director, as a Project Manager overseeing the Fibre Optic and Outstand Plant Operations divisions, you will oversee the interaction between designers, engineers and technicians when new network projects are under construction.

You'll be carrying out project management duties such as feasibility studies, costing and estimating, planning work, managing contractors, managing engineers, inspecting and supervising works, overseeing the production testing and commissioning phases. You will ultimately will be responsible for the timely and profitable delivery of multiple projects in Singapore.

To become a successful telecom project manager, you will need a thorough understanding of telecommunications technology, personnel management and project management. You will have at least 5 years relevant management experience and will be an engineering degree holder.

This is an opportunity to join a great team of professionals who really value their work and have created a fantastic environment to work in. Dedication, quality and professionalism are highly rewarded and career development opportunities are real and transparent.

To register your interest, please contact Andrew Dodd at +65 6531 0520 or visit [www.drakejobs.com.sg](http://www.drakejobs.com.sg) and submit your CV to job reference SG1069AD000020 stating your current and expected remuneration and notice period.

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## Clients. Candidates. Connected.

With over 11 years experience in executive recruitment and search, ConnectedGroup has developed a portfolio of people-centric solutions around the needs of its clients.

Built on a foundation of providing research driven executive search assignments, ConnectedGroup has evolved into a full service human capital consulting business spanning Asia Pacific and the Middle East.

With recruitment at its core ConnectedGroup has the capability to provide human resource consulting through its ConnectedHR division and recruitment process outsourcing via ConnectedRPO.

**With offices across Asia and the Middle East our executive search expertise covers a wide range of industries and functions:**

Insurance	Construction & Engineering	Finance & Accounting
Government	Property & Real Estate	Sales & Marketing
Legal	Industrial & Supply Chain	Healthcare & Consumer
Fashion & Luxury	Media, Communications & Events	Management Consulting
Banking & Finance	Technology & Telecommunications	HR & Professional Support

### Corporate Banking – Group Head – (Singapore) \$ Highly Competitive Package

Our client is a burgeoning International banking group with an exciting opportunity in Singapore. Further to the start up of its Singapore operation 2 years ago, the bank is looking to make a significant hire to head the Corporate Banking Business in the region.

The successful candidate will be responsible for revenue and profitability targets, planning and driving the corporate banking business (deposit gathering to fund Singapore and other international locations, Trade Finance as core asset activity, Client Relationship Management and Origination). You will also own Compliance and instill Enterprise Risk Management.

This is a fantastic opportunity to run an exciting new business and take full responsibility for the direction of the business and the operations involved.

You will have significant leadership experience in the above, from a Corporate bank in Singapore. You will also relish the challenge and rewards of achieving significant growth in this highly competitive market.

For further information please email [strategy@connectedgroup.com](mailto:strategy@connectedgroup.com)

### Head of Human Resources

Our client, a highly respected bank, is seeking a Senior HR professional to define and drive HR process improvement programs for their Mass Affluent and Private Banking platforms globally.

The incumbent will be responsible for defining, driving & coordinating HR initiatives and deliverables for the Private and Mass Affluent segments globally. You will establish strategies and align HR products and services to increase performance in these markets. You are accountable for strengthening the HR value proposition for these segments. You will work with Group Heads and Country HR Business Partners towards developing an organization that is capable of delivering enhanced performance.

For this role, our client will be seeking a senior HR practitioner with 10 – 15 years of functional HR experience (Private/Mass Affluent) within the banking industry. As you will be primarily dealing with senior stakeholders, you should be also a consummate relationship manager with an appreciation of organizational development interventions, consulting & change management. You must also have a keen understanding of resourcing, rewards and talent development.

This is a great opportunity to gain global exposure within a significant bank.

For further information please email [hr@connectedgroup.com](mailto:hr@connectedgroup.com)

### Senior Compliance and Operational Risk Manager

Offshore bank specializing in wholesale banking business is looking out for a Senior Compliance and Operational Risk Manager.

You will assist the Head-OR & Compliance with the bank's regulatory compliance management, review and draft controls in all operating procedures for all departments of the bank. You will analyse existing policies and ensure that they are in line with the regulatory norms and are current; advise various units in the bank on compliance issues, AML-KYC management of customers, liaison with the Central Bank and all other jobs assigned by the reporting manager. You will also implement sound Operational Risk Management processes in the bank, including establishing the framework for managing operational risk, defining policies and procedures and drive and support the initiative of new ORA system.

You will have strong experience in Regulatory compliance and operational risk management, and have exposure to developing regulatory frameworks. You must be willing to work independently with Multi-tasking ability. Good communication and presentation skills to work with senior management and board of directors locally and internationally is needed.

This is a great opportunity to gain experience to a wide range of Compliance and Ops risk responsibilities.

For further information please email [compliance@connectedgroup.com](mailto:compliance@connectedgroup.com)

### Evangelizing Senior Solutions Architect, Investment Banking

A world leading global financial power house seek a talented Senior Solution Architect to help cross divisional teams define architectural coherence between each of the business lines. You will focus on application architecture & strategic work, to meet the challenges of lower latency throughput & increasing external regulatory requirements.

Responsible for raising the capability of technical platform standards, faster more flexible and reliable deployment techniques as well as proven recovery/resilience patterns you will develop robust systems & solutions compliant to standards and policies, whilst dealing with complex design issues and tradeoffs.

You need 5+ yrs Development & Architecture (enterprise real-time environment), Applications & Infrastructure Topologies/Technologies in IB Business lines. You will have expertise in multi platform technologies (.NET, J2EE and Middleware), Industry Trends/Leading Edge Vendors, Trading and Data Integration solutions, Architectural Governance Processes, Complex Derivatives Trade Capture, Pricing and Risk. In addition, involvement in major RFI/RFP projects, Application Deployment, Building Relocation projects and Technical Due Diligence support is a plus.

This is a fantastic opportunity to run a big multi faceted team.

For further information please email [sgbankingtech@connectedgroup.com](mailto:sgbankingtech@connectedgroup.com)

To find out more about these service offerings, please contact us at [infosg@connectedgroup.com](mailto:infosg@connectedgroup.com) or telephone +65 6824 8305

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- Corporate Communication
- Business Marketing
- Business Marketing and Client Experience Programme
- Finance
- Legal (Company Secretary)

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### Test Manager

Our client, an impressive top tier investment bank, seeks 4 top class test managers. The role provides enormous intellectual challenges and potential career growth as they look to attract seasoned talent to impact the business.

You will be delivering test projects against functionality, schedule, cost/quality and you will be responsible for improving the defined software engineering processes.

We are looking for testing professionals with 10+ yrs experience of which 4+ yrs proven track record of managing 10+ testers & delivering testing projects on time, within cost in IB environment you will have. ISEB Certification with strong testing experience of web applications.

Applicants who are ready to work in a growing, fast paced, challenging environment should apply.

For further information please email [sgbankingtech@connectedgroup.com](mailto:sgbankingtech@connectedgroup.com)

### Senior C# Developer (Order Management System) (Analyst/AVP)

Our client is a leading investment bank with strategic plans to focus on the Wealth Management Business.

The Bank is looking to build a new and dynamic development team with strong technical expertise handling applications in the wealth management domain, to implement a new Order Management System.

You will preferably have more than 5 years of solid C#.net development experience with prior experience working on order management systems.

For further information please email [sgbankingtech@connectedgroup.com](mailto:sgbankingtech@connectedgroup.com)

### Manufacturing Director for an European MNC (Semiconductor)

Due to a business and manufacturing operational expansion programme in the region, our Semiconductor/Technology MNC Client is searching for an experienced Manufacturing Director for an European MNC Semiconductor Company based in Singapore.

The ideal candidate will report to the Vice President of Operations and will be required to lead, direct and motivate a team of managers, engineers, leaders and manufacturing assistants (~800) to meet output requirements; drive productivity and optimize efficiency and production cycle time. The incumbent will also establish production plans and strategies to meet operational and manpower goals. This is great opportunity to develop your career in a world leading organization.

For further information please email [marketing@connectedgroup.com](mailto:marketing@connectedgroup.com)

### Director, Specialized Financing

Our client, a globally recognized financial institution, is looking to hire a senior individual into their Corporate Finance (specialized financing) team.

The incumbent will be responsible for running and overseeing lending transactions (solutions and products) that encompass Acquisition & Buyout Financing, Working Capital Financing, Leveraged Recapitalizations, Pre-IPO Financing, and Off-Balance sheet structuring solutions among others.

For this role we are seeking an individual with no less than 8 years of relevant experience within a top tier Bank and/or Financial Institution. In addition to the technical requirements of the role, you should be a strong relationship manager, as well as a mentor to junior associates.

For further information please email [frontoffice@connectedgroup.com](mailto:frontoffice@connectedgroup.com)

### eTrading Java Team Leader VP, Fixed Income

A top tier IB with huge growth in the APAC region are looking to extend their global team with a VP level specialist focusing on Fixed Income eTrading system development. With a large amount of new initiatives for the FI area they are making a few global firsts in their technology solutions.

Responsible for the Design/Architecture & Improvements to the core system, including team management.

You will have 7 years Development/Architecture Java, High Frequency/Volume eTrading (FI preferred), FIX, ION connectivity software, TibcoRV, MQ, JMS.

For further information please email [sgbankingtech@connectedgroup.com](mailto:sgbankingtech@connectedgroup.com)

### VP AML Specialist

Our client in private wealth management looking out for an enterprising individual willing to be hands on and independent to mentor junior staff in managing the regions AML risk. Ensuring all policies procedures and guidelines are in place for its private wealth business.

The successful candidate will screen, review and approve client bio data sheets and be responsible for ensuring that client bio data sheets are completed in accordance with the MAS regulations and the bank's AML/CFT policy.

You will be strong in Regulatory AML compliance, have the ability to deputize and lead a team. In addition, you must be willing to be hands on and perform when needed. Exposure to private wealth management is a must.

For further information please email [compliance@connectedgroup.com](mailto:compliance@connectedgroup.com)

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## Assistant Director, Cloud Infrastructure (Ref: 104291)

### Responsibilities:

- Identify important economic sectors and create opportunities that can adopt Cloud Computing;
- Work with industry partners to conceptualise, initiate, and realise infocomm infrastructure related to or necessary for Cloud Computing initiatives;
- Supervise bulk tenders on grid services and video hosting and streaming;
- Promote awareness among service providers; and
- Create schemes to strengthen the Cloud Computing ecosystem in Singapore.

### Requirements:

- Bachelor's degree in Electrical Engineering and/or Computer Engineering/ Science or equivalent
- At least 10 years' working experience in the infocomm industry in business development, product development or IT project management Strong project management skills
- Proven staff supervision skills and able to work independently and deliver results within specified deadlines
- Proactive self-starter with an analytical and creative mind and possess excellent written, verbal and presentation skills

For more details, contact Ms Tang Lee Ling at (65) 6735 5554.

## Sales Manager (Ref: 104694)

### Responsibilities:

- Develop and execute sales strategy, go-to-market approach to deliver on the sale targets;
- Manage the direct sales department and work with the marketing department to generate quality leads;
- Recruit, develop and manage partners to drive partner sales;
- Restructure the sales department into internal sales, pre-sales and outdoor sales ; and
- Implement processes and metrics in place to measure sales effectiveness – e.g forecast, product mix, customer satisfaction.

### Requirements:

- Strategic planner and sales strategist
- Effective team leader
- Goal oriented and able to network in the IT industry

For more details, contact Mr Tan Wai Peng at (65) 6735 5554.

## Regional Supplier Quality Engineer (Ref: 104737)

### Responsibilities:

- Support and manage resolution via on-site visits and liaison between various department and supplier management team if/when the need arises;
- Regularly meet with appropriate level supplier management involved with manufacturing process activities;
- Ensure supplier understanding of company specifications and ensure the supplier is capable of meeting company specifications;
- Follow up on any non-conformance resolution raised by annual QA audit; and
- Joint Lean/ 6 Sigma projects with suppliers and initiate assistance with training and development programmes with suppliers.

### Requirements:

- Bachelor's degree in Electrical/ Mechanical engineering
- 5 years' experience in quality engineering in regulated manufacturing industry
- Lean Manufacturing/ Six Sigma (Green Belt) will be an added advantage
- Excellent problem-solving and analytical skills with the ability to work under pressure

For more details, contact Ms Tricia Hoy at (65) 6735 5344.

## Project Manager (Ref: 104673)

### Responsibilities:

- Collaborate with the Sales Manager to identify and secure new projects with new and existing customers and markets;
- Maintain current and accurate forecasting for new project opportunities, following established procedures;
- During the new project tendering phase, lead internal team for development of accurate project cost estimates and timely completion of the project proposal;
- Facilitate the definition of project scope, goals and deliverables, including identification of project tasks and resource requirements; and
- Implement and manage project changes based on input from the customer, including quoting and closing all required variation orders (VO's).

### Requirements:

- Degree or diploma in a technical Engineering discipline
- Min 5 years' professional experience related to project or operations management
- Experience in supporting the semiconductor, biopharm or solar industries preferred

For more details, contact Ms Tricia Hoy at (65) 6735 5344.

## HR Manager (Ref: 104738)

### Responsibilities:

- Develop, review and improve manpower planning and recruitment-related policies and procedures and cascade it to subsidiary companies;
- Formulate and execute staffing strategies and activities and work closely with line managers on their recruitment projection and recruitment needs;
- Network with recognised Institutes of Higher Learning and establish effective network of talent sourcing channels
- Ensure effective assimilation of new staff into organisation; and
- Manage vendors to ensure effective & efficient pool of sourcing partners.

### Requirements:

- Degree in HR
- 5-7 years' relevant experience with proven track record in implementing manpower planning, talent attraction, onboarding and retention programmes
- Experience in full spectrum of HR functions and familiar with behavioural-based interviewing skills and techniques preferred
- Hands-on in executing manpower planning and recruitment activities

For more details, contact Ms Tricia Hoy at (65) 6735 5344.

## Commodity Manager (Ref: 104676)

### Responsibilities:

- Manage periodic negotiation of actual commercial contracts and benchmark existing contracts against market conditions;
- Develop and execute actions to exceed material cost improvement objectives, and cultivate and implement a commodity strategy;
- Lead global pricing, strategy, outsource and localisation of products;
- Direct supplier relationships, audits, supplier performance improvement; and
- Conduct and facilitate meeting across functionally and globally.

### Requirements:

- Experience in handling commodity such as electronics, metals, and plastics in an MNC
- Min 5 years of sourcing and supplier development experience in electronics environment
- Able to travel at least 30%

For more details, contact Ms Rufina Lee at (65) 6260 1221.

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