

Thomas Roe

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Career Objectives

To obtain a position in management where demonstrated ability in people skills and organisation and an enthusiasm for innovation can be used to expand the business profitably.

EDUCATIONAL QUALIFICATIONS/ACHIEVEMENTS

Third Level

2019 – 2022

Università degli Studi di Perugia, Italy

PhD Student in Economics and Business Management

2018 – 2019

Högskolan i Gävle, Sweden

Masters of Business Administration (MBA)

Master Thesis in International Product Customisation Strategy

2015 – 2016

University College Dublin

Professional Diploma in Financial Advice, Fully qualified

2010 – 2014

**Institute of Art, Design and Technology,
Dun Laoghaire, Co. Dublin**

Bachelor in Business and Entrepreneurship

2.1 honours degree

Active member of the golf society, also a member of the Student Union Finance Committee.

Second Level

2005 – 2010

St. Benildus College, Blackrock

Leaving Certificate (2010)

SKILLS

Systems

- Strong Microsoft Office, particularly Excel.
- Other experience includes Euclid, Crest, UnaVist, Omgeo, SIMGUI

Competencies

- Strong problem solving skills and numerical ability from academic and professional background.
- Excellent team player and an effective communicator.
- Comfortable dealing with high volumes of work and communicating with multiple internal and external stakeholders.
- Strong analytical skills
- A1 Level Italian

EMPLOYMENT HISTORY

TD (Toronto Dominion)

Sept 2020 – Oct 2020

Lead Operations Officer

- Lead Operations Officer on Reference Date Team
- User of multiple systems including Bloomberg, Crest, Omgeo, etc.
- Monitor shared inbox to ensure all queries responded to within agreed SLA.
- Responsible account set up in multiple systems

Bank of America Merrill Lynch

Feb 2016 – Aug 2018

Operations Senior Analyst Markets

Jan 2017 – Aug 2018

- Senior Analyst on UAT team.
- Highly involved in projects, including change management and was required to perform data analysis on these using excel.
- Liaising with different teams, including equity and debt settlements, technology teams & reconciliation teams.
- Determining the effect of potential projects on different stakeholders.
- Gathering and analysing data from multiple systems to identify benefits of potential projects.
- Sourcing, communicating and coordinating with both internal and external stakeholders.
- User of multiple systems including Crest, UnaVist, Omgeo, SIMGUI etc.
- Responsible for testing changes made to trade management and settlement systems – Equity
- Responsible for communicating changes to relevant teams/ directors
- Responsible for Account Opening requests - Debt / Equity

Settlement Analyst

Feb 2016 – Dec 2016

- Monthly Regression Testing.
- Performed Settlements on Equity Trades
- Escalation of potential risk and exposure to my Manager timely and efficiently.
- Monitor shared inbox to ensure all queries responded to within agreed SLA.
- Ensure that all established procedures are followed.

A.I.B., Swords

Customer Support Adviser

Jun 2014 – Jan 2016

- Data Protection, Security & Anti Money Laundering.
- Customer Queries, maintaining high standards whilst liaising with internal teams such as arrears management, fraud & online Banking.
- Mentoring role training new staff.
- Attend weekly team meetings with business updates.
- Excellent verbal and written communication skills.
- Ensure accurate processing of clients' requests.
- Analysing and reporting discrepancies.

