

# Fiona Vectis

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Highly organised administration team leader with many years experience in financial services including credit card transactions, debt management and process integrity. Understands the Regulatory and compliance requirements in transactions recording and client relationships. Excellent analytical skills and appreciation of wider implications of actions. Adept problem solver and innovator. Proactive and tenacious approach to projects and challenges and now looking to enhance my career in a new role.

## Key Skills:

- Keen to embrace new technology
- Good business knowledge and used to handling confidential and sensitive information
- Trained in Data Protection Act & Information Security, Banking Code of Business, Complaints Handling, General Compliance, Fraud Awareness, Product Awareness, Anti-Bribery, Money Laundering, Treating Customers Fairly
- Good understanding and successful application of Banking Control & Transactional Services including Reconciliation, Treasury Operations, Disputes and monetary transactions
- Good team member/builder: aim to encourage, provide support and motivation to my staff

## EMPLOYMENT / CAREER HISTORY

### **Assistant Settlements Manager                      BigBank plc                      2008 to date**

I am currently based within the busy division for Consumer Settlement BigBank who are one of the largest finance companies in the service sector. I work closely alongside senior management. My key responsibilities and achievements have been:

- Oversight of 3x offshore Settlement teams (TCS EServe Limited) based in Chennai, India. Lead governance conference calls with Settlement Managers, identify resource issues, and any potential risk to the business/customer.
- Currently responsible for 3x team members, team priorities, skills matrices, capacity planning, dashboard Management Information, performance appraisals, and progression updates to Settlements Manager
- Responsible for the daily approval process of settlement funds transfers to third party associations for the re-imbursement of monies to Visa and Mastercard and Shell. Exceptions and live issue management: all losses and reconciliations
- Assist TCS daily in problem solving for any balancing issues & queries. Non-completion of work and impact to the business and/or customers is recorded
- Oversight and eventual approval of Monthly, Quarterly and Annual Regulatory Reporting to Apacs and Visa
- Additional role as Egg Settlement champion – Transferred current Egg Settlement processes onshore and updates
- Liaising with Fraud team and other business teams for transactional rejects
- Creating and maintaining all Banking Control Entitlement reviews, ensuring segregation of duty, Recovery & Control meetings and transferred systems.
- Departmental Continuity of Business representative including annual Business Impact Analysis planning (Disaster Recovery and monthly Records Management)

**Short Term Contracts****2006- 2008**

Worked for two years in finance sector around a period of travel to the far East to gain cultural and work experiences.

**Accounts Assistant,****Square Bank Group****2003-2005**

Supervised team of 6. Issued monthly KPI figures for Accounts Payable. Prepared monthly bank reconciliations, Supported the business throughout a transition following acquisition by Square from Old Mutual Plc in 2003. My achievements were:

- Appointed 'Purchasing Champion' in 2005, training office heads and staff in SAP systems and in Group's preferred purchasing methods, modifying, amending and improving corporate behaviour Process procedure in its role of Stockbroker
- Maintained financial infrastructure for all facilities management costs. Including rent & service charges for approximately 22 leased and owned sites (occupied and closed)
- Chosen member of team reviewing and re-engineering processes required by moving from Sun Systems to new SAP finance system,

**General Acts Asst****Middle Street Bank****1996-2003**

In 2000 Monuments bought the Middle St Group, subsequently Chipwock merged with Drabbitts in 2001 and re-branded all to Middle St Bank in 2002. My role was to:

- Organise data collection using Excel / Vision / Sun Systems for department and business resource. Carried out project analysis work in cost tracking, debtors, pre-payments, reconciliations, supplier
- Administered electronic banking system (Middle BusinessMaster), providing downloads. Validated and approved BACS transfers imported from Sun Systems into BBM
- Assisted in development of unique web-based solution for multisite payment system and authorities' matrix (Invuscan), enabling business areas to keep to tight budgets set by management control

**Qualifications and Training**

I have attended many internal training courses run by employer and external provider teams covering the following:

**Technical:**

Microsoft computer skills, Net/Live meeting

**Professional:**

Financial & Reconciliation systems, Settlements, Rent accounts, Hedge Accounting  
Global online banking systems and markets, Treasury, Nucleus 3D desktop, Sharepoint communication, Standard Operating Procedures, Visio, Vision6, elementool.com,

**Leadership:**

Presentation skills, Appraisal Techniques, Team building, Problem solving & Critical Thinking, Business Continuity,

GCE O/AS level 8 passes including English and Mathematics

St John's First Aid and Health Awareness in the Workplace, Fire and Safety

**Personal:**

Keen on photography of wildlife and landscapes, very active in keep fit, loves dancing and gymnastics. Avid reader of biographies