

## Serge Neumand

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### EXPERIENCE

- 2007-Jul 09 **CALYON & SOCIETE GENERALE – NEWEDGE GROUP** **London / Frankfurt**  
*Client Services Representative (CSR)*
- Coordinate front, middle and back office systems and processes to provide effective, timely information regarding profit, loss and risk of the book
  - Manage the account of one of the firm's most strategic shareholders (account size: c.USD800 million)
  - Monitor clients' trading positions and executed trades for reconciliation
  - Track profitability of clients' trading strategies in different areas: equities, commodities, interest rates
  - Responsible for daily feeds, manual inputs and recalculation of client trade books
  - Liaising and working on a day to day basis with several departments (Risk, Treasury, Compliance, Brokerage floor) within Newedge Group. This has enabled me to develop a very good understanding of the structure and workflow of the company as a whole and allowed me to service the client highest of standards
  - During Q1 2009, I spent 3 months in Frankfurt learning the Clearing rules and regulations on Eurex in order to service the shareholder to the highest standard once the business relationship was brought back to London.
  - During my stay in Frankfurt, I also managed to improve the service we were providing to this client by updating and setting up the bi-monthly SLRs (service level review) and providing more detailed weekly data analysis reports of all breaks and current day to day issues
- Nov-Dec 2005 **SKANDINAVISKA ENSKILDA BANKEN AB** **London**  
*Temp, Compliance Dept*
- Analysed and audited data sets of client information on Access.
  - Updated and improved internal data management and process to improve data quality (mapping of the process to simplify the procedures).
- Summer 2004/5 **MADVENTURER FOUNDATION** **Upper Volta, Ghana**  
*Project Manager*
- Managed a team of 11 volunteers and 25 Ghanaian workmen for the construction of a primary school. In close partnership with the local authority, negotiated with the village chief and managed to get the district to donate blackboards, desks and chairs to the village.
  - Placed volunteers in local secondary school as substitute teachers and also in nearby medical clinic.
  - Responsible for budgeting the food and building materials and ensure the well being of volunteers in case of an emergency.
  - Organised weekend sightseeing trips for all volunteers (accommodation, travel etc)
  - Helped organised visas and all necessary papers for volunteers for their 3 week expedition in Burkina Faso and Mali following completion of main project.
- Volunteer*
- Part of a team that built eco friendly toilets in a remote village of the Volta Region in Ghana
  - Taught English and Mathematics in primary school and organised sport day for all the students
  - Convinced the local village dignitaries to allow a team of girls to play football twice a week under my coaching

### EDUCATION

- 2001 -2006 **KING'S COLLEGE, LONDON UNIVERSITY**  
Bachelor Degree in Molecular Biology

### ADDITIONAL

- Bilingual in English and French (French-American dual Nationality)
- Advanced Microsoft Office Word, Excel, PowerPoint and GMI knowledge
- Obtained a Film Making Certificate from the London Film Academy
- Played 4 years for Guy's Hospital Rugby Club and at junior level for London Welsh
- Hold a full UK driving Licence (manual transmission)