# Sam Morgan

Operations lead

London, UK | Contact details omitted from this fictional sample

## Profile

I work in operations at a digital-asset custody provider and my role covers client onboarding and reconciliation. I manage four operations analysts and work with compliance, finance and engineering.

## Skills

Client onboarding, reconciliation, case management, team supervision, Excel, SQL and process documentation.

## Experience

### Operations Lead | Example Custody

April 2023 - present

Responsible for onboarding institutional clients. I coordinate the collection of due-diligence documents with compliance and track outstanding items through to account setup. Compliance makes the approval decisions.

I manage four operations analysts, allocate cases and review daily reconciliation of cash and digital-asset balances. I escalate settlement breaks to finance and engineering.

I produce a weekly report on case ageing and unresolved exceptions. I maintain the onboarding checklist and handover notes.

### Operations Analyst | Example Transfers

September 2020 - March 2023

Worked in payments operations on daily reconciliation. Used Excel and SQL to investigate unmatched transactions with the finance team.

Answered client queries about transfer status and wrote a handover guide for the next shift.

## Education

BA Business Management | Example University | 2017-2020

Fictional sample. All people, organisations and experience are invented.
Illustrates the writing service; not a real candidate or evidence of client results.