# LinkedIn writing sample

Sam Morgan | Operations lead | Fictional example

## Headline

Operations lead at a digital-asset custody provider, client onboarding and reconciliation

## About

I lead operations at a digital-asset custody provider, with responsibility for institutional client onboarding and reconciliation. I manage four operations analysts and work with compliance, finance and engineering.

My work spans due-diligence documents, account setup and daily checks of cash and digital-asset balances. Compliance retains approval decisions; I track outstanding items and escalate settlement breaks to the relevant teams. I also produce a weekly report on case ageing and unresolved exceptions.

Previously, I worked in payments operations, using Excel and SQL to investigate unmatched transactions with finance and answering client queries about transfer status.

## Experience

### Operations Lead | Example Custody

April 2023 - present

- Coordinate institutional client onboarding, from due-diligence documents to account setup. Track outstanding items with compliance, which retains approval decisions.
- Manage four operations analysts: allocate cases, review daily reconciliation of cash and digital-asset balances, and escalate settlement breaks to finance and engineering.
- Produce a weekly report on case ageing and unresolved exceptions. Maintain the onboarding checklist and handover notes.

### Operations Analyst | Example Transfers

September 2020 - March 2023

- Reconciled payments daily and investigated unmatched transactions using Excel and SQL with the finance team.
- Answered client queries on transfer status and wrote the shift handover guide.

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