

# Nancy Hsu

Australia

## Contact

Hsu007@hotmail.com

## Education

Bachelor of Arts, Major in  
Economics  
Massey University,  
Auckland, NZ

Certificate of Registrations,  
Strata Management  
Australian College of  
Professional, Australia

TESOL International  
Certificate

## Key Skills

- Operations Management
- Compliance (KYC/AML)
- Risk Assessment
- Complex Problem-Solving

## Professional Summary

Experienced and detail-oriented professional with a strong background in financial services, merchant operations, and compliance. Proven ability to manage high-pressure environments with exceptional time management and analytical skills. Adept at building relationships, ensuring compliance, and driving operational efficiency. Passionate about leveraging technology and strategic planning to enhance business processes and customer satisfaction.

## Professional Experience:

MARCH 2015– PRESENT  
English Private Tutor | Online

- Coaching: Conduct ESOL coaching, demonstrating patience, adaptability, and motivational teaching strategies.
- Communication: Customise teaching methods to support students of varying linguistic and cultural backgrounds.
- Engagement: Foster a positive learning environment to enhance student confidence and language proficiency.

DECEMBER 2022 – DECEMBER 2024  
Manager, Merchant Operations| ConnectWise, Remote

- Developed and executed business plans to achieve sales goals and KPIs.
- Managed payment processes, including billing and financial statements.
- Integrated FinTech technologies to streamline partner financial services.
- Led merchant journey through product development, market research, competitive analysis, and product launch.
- Managed the support team, utilizing analytics to enhance product features.

- Staff Training and Development
  - Customer Relationship Management (CRM)
  - Cross-Functional Teamwork
- Team Leadership
  - Business Administration
  - Business Development

- Developed strategic operations documents, including business cases and technical requirements.
- Analyzed merchant data to develop upsell and cross-sell strategies.

#### DECEMBER 2021 – DECEMBER 2022

Credit / Onboarding KYC/AML Analyst | Bizpay, Sydney

- Maintained accurate records of merchant details and applications.
- Conducted detailed assessments of industry risks and financial information.
- Managed relationships with payment processors and facilitated client application processes.
- Assessed merchant credit data to determine onboarding risks.
- Supported Sales and Customer Success teams with detailed analysis and documentation.
- Managed payment query escalations and provided financial support through reconciliations.

#### June 2012 – December 2021

Merchant Analyst / Executive Operations Officer | ANZ

- Supported senior managers at the executive level with operational tasks.
- Managed the merchant onboarding process, ensuring compliance with KYC and AML regulations.
- Conducted detailed risk assessments and ensured compliance with regulatory requirements.
- Delivered quality frameworks to meet business needs and establish excellent merchant relations.
- Assisted with merchant onboarding and system integration, including training and support for stakeholders.
- Managed merchant accounts, invoicing, bookkeeping, and rental contracts.
- Presented and analyzed reports for senior managers.
- Experienced with Atlassian Cloud products, including JIRA and Confluence.

