



TradingHub

Client Onboarding and Tech Solutions Analyst

Occupational Areas: Financial Analytics, Banking & Investment, Technology, Data, Computer Science

Salary Range: Competitive

Location: Hong Kong

About TradingHub:

TradingHub is a fast-growing London-based FinTech founded in 2010. The Hong Kong office of TradingHub began operations in 2018 to support the business and clients in the APAC region, and we are currently recruiting a Client Onboarding & Technical Solutions Analyst to join the team.

We build cutting edge, AI-assisted, trade analysis software for our clients which consist of banks, hedge funds, asset managers, and other financial services institutions. Our products are used by these organisations to detect financial crime and enhance business performance based on the client's day to day trading data.

These products include:

- Best execution analysis
- Trader performance profiling and enhancement
- Insider trading and market abuse detection
- Rogue trader detection

Our products are market leading in each category:

- Advanced analytics and machine learning algorithms allow us to perform statistically rigorous analysis of all asset classes uniquely
- We use in-house programming languages, optimised for fast and complex analysis of large trade volumes
- All our tools have an intuitive user interface (built using in-house programming languages) that make it very easy for our clients to access our analysis

We view ourselves as a disruptive FinTech company that is nimble enough to move fast, innovate quickly and provide a premium level of client service and support.

Summary of role:

The key aspects of this role are to manage ongoing/new relationships with clients while using TradingHub's bespoke development language to diagnose and solve complex client issues.

Responsibilities will include:

- Project management of new/existing client onboarding and be ultimately accountable for the successful delivery of products
- Agreeing on deliverables with clients and key stakeholders
- Working very closely with clients to determine the appropriate analysis for their trade data
- Learn and use TradingHub's bespoke development language to diagnose and solve complex client issues
- Provide significant input and work closely with development teams and other departments within TradingHub to assist with innovation and company/product development
- Preparing case studies and use cases to help cross-sell products
- Create test harnesses to extract data and isolate issues for investigation in an automated manner
- Develop a deep understanding of the analytics across our products
- Develop a deep understanding of financial derivatives including interest rate swaps, credit default swaps and equity derivatives

Requirements

- Suitable for new graduates or candidates with a year or two in a similar role
- Demonstrated client interaction
- STEM subject degree-qualified
- Able to communicate effectively to key stakeholders at all levels
- Mathematical Aptitude
- Meticulous attention to detail and accuracy
- Team-player; shares own expertise with colleagues, welcomes feedback and input from peers/manager and can work collaboratively with other teams/functions
- Exceptional management and organisational skills, ability to prioritise multiple simultaneous projects

If this is of interest to you please send a covering letter and a cv to careers@tradinghub.com
TradingHub is committed to providing equal opportunities and supporting diversity in employment.
Diverse teams are the best teams.