

MAK SANGHA, MBA, CFA

5405 Longford Drive • Mississauga, ON • C. 647.241.4825 • E. sangha@rogers.com • W. www.maksangha.com

OBJECTIVE

Senior role using practical leadership, interpersonal, communication, regulatory, research, analytical, organizational, and decision-making skills to help a world class financial institution meet its current and future challenges.

CAREER EXPERIENCE

GP WEALTH MANAGEMENT CORPORATION, Mississauga 2019 – Present

A mutual fund, an exempt market dealer and an insurance agency with more than \$700 million in assets under administration.

VP, Chief Compliance Officer and Chief Operating Officer

- Significantly improved the effectiveness of existing compliance and operation processes to ensure efficient functioning
- Restructured Compliance and Operations departments leading to significant cost savings

C.S.T. CONSULTANTS INC., Toronto 2009 – 2019

An Investment Fund Manager (IFM) and a Scholarship Plan Dealer (SPD) providing education savings solutions to more than 500,000 beneficiaries with over \$4.8 billion under management.

Compliance Officer – Saskatchewan, Manitoba, Ontario, Quebec, and Newfoundland & Labrador

- Planned, created and implemented compliance system and filed prospectus for a new IFM and SPD
- Created / documented Branch Certification Standards, all related manuals, documents and the audit program and provided training to 12 Branch Managers to achieve greater efficiency and uniformity
- Designed, built and updated training materials, and planned/provided training to all new sales representatives, 80 head office staff and 29 Branch Managers managing 700 representatives
- Effectively managed the complaint handling team and process by creating Head Office complaint handling procedures, providing training and maximizing positive outcomes for escalated complaints
- Conducted Branch audits and prepared the team and documents for audits by the OSC, MSC, FCAA, AMF and successfully concluded the regulatory audits without any significant finding

GP WEALTH MANAGEMENT CORPORATION, Toronto 2006 – 2009

A mutual fund and limited market dealer with more than \$500 million in assets under administration.

Senior Compliance Officer and Manager – Operations

- Designed and implemented forms/packages such as leverage approval, unsuitable order acknowledgement, know your product, stationery order, welcome, transfer of registration, etc.
- Liaised with internal/external business partners, and regulators, diplomatically resolving issues.
- Fully implemented electronic compliance module, cleared all backlog, designed a new audit plan, and audited all branches and sub-branches.
- Significantly modified Policies & Procedures Manual, and anti-money laundering, business card and letterhead, and new account approval policies.
- Reorganized Dealer Services Department, cross-trained team members, modified procedures, and eliminated floating deposit issues for 1080 accounts leading to significant savings.
- Effectively performed daily & monthly trade reviews. Efficiently took disciplinary actions, addressed client and non-client issues, and reviewed new products for suitability.

PERFORMA FINANCIAL GROUP LIMITED, Vancouver

2004 - 2006

Standard Life Assurance Company of Canada's mutual fund dealer arm with more than \$1.2 billion in assets under administration.

Regional Compliance Officer – Western Canada (BC, Alberta, Saskatchewan)

- Created and implemented Representative & Branch Manager training programs. Provided compliance training to more than 30 newly joined persons in Western Canada.
- Audited 9 branches and multiple sub-branches across Canada (except Québec), wrote reports and prepared summary for the board of directors. Provided audit training to 7 Branch Managers.
- Developed and implemented portfolio guidelines, consent and authorization forms, business card guidelines, signage guidelines, advertisement questionnaire, marketing approval form, etc.
- Liaised with the MFDA, BCSC, ASC, SFSC, AMF and 21 US state regulators on multiple issues to streamline compliance and operations.
- Reviewed & updated 31 internal policies, audit plans and manuals. Implemented changes through quarterly branch meetings and articles in internal newsletter.
- Performed leg work for the firm's legal counsel and other lawyers as required.

JOHN NICOLA FINANCIAL GROUP, Vancouver

2003 - 2004

A financial planning and wealth management firm with more than \$350 million under management.

Compliance Officer and Team Manager - Operations

- Performed daily trade and KYC reviews, and other compliance/operations related functions as required by MFDA and BCSC rules, regulations and by-laws.
- Evaluated and significantly modified Compliance manuals. Implemented new policies and procedures pertaining to Money Laundering and Privacy legislations to minimize corporate risk.
- Critically analyzed various steps of client/accountant report generation processes, improving timeliness and accuracy of fiscal reports/client statements.
- Efficiently strengthened relationships with vendors such as institutional brokers, mutual fund dealers, MIC's, hedge funds, credit unions and insurance companies.
- Successfully led operations team, and managed client management system and ad hoc projects.

TD WATERHOUSE FINANCIAL PLANNING, Toronto

2002 - 2003

A financial services firm providing investors with financial planning solutions through a network of bank branches.

Assistant Branch Manager, Surveillance

- Regularly monitored, and acted on irregular behaviour of, more than 200 financial planners across Canada ensuring they were, ethical & moral, and IDA regulations compliant.
- Performed daily & monthly trade reviews, conducted 6-month supervision, resolved escalated client care issues, reviewed account applications, and completed various reports required by SRO/IDA set deadlines.
- Built/maintained databases to track account applications, client issues, KYC updates, registrations, and transition codes resulting in superior functioning of surveillance department.
- Established/modified, surveillance, KYC information update, account opening and other procedures.
- Worked with firm's legal counsel on special cases.

 TD WATERHOUSE INVESTOR SERVICES (CANADA) INC., Vancouver

1996 – 2002

A financial services firm, providing investors with a broad range of discount brokerage, mutual fund, banking and other consumer financial products.

Team Manager, Trading (2000 – 2002)

- Coached and motivated 12 Investment Representatives servicing high net worth clients each customer generating at least \$5000/year in commissions.
- Resolved escalated client issues such as execution, timeliness and service delivery retaining client base.
- Mentored new representatives to pass DFC/OLC examinations, and trained them. Up to 12 associates received licences in first writing, and new employees maintained their employment.
- Built one of the best and highly motivated President's Account teams with excellent superior service standards scores and zero errors.
- Received rare **TD Award of Excellence** in recognition of superb work done.

EDUCATION AND INDUSTRY COURSES

CFA, The CFA Institute, Charlottesville, VA, 1999.

MBA (Finance), Simon Fraser University, Burnaby, 1996.

M.Eng. (Industrial), Thapar Institute of Engineering & Technology, Patiala, India, 1993.

B. Eng. (Mechanical), Thapar Institute of Engineering & Technology, Patiala, India, 1991.

The Canadian Securities Institute, Toronto, Ontario:

- CCO ➤ CSC ➤ COC ➤ CPH ➤ PFP ➤ OSC ➤ CIM
- BMC ➤ OPSC ➤ TTC ➤ EMS ➤ CIC ➤ ROP ➤ CFE

The Investment Funds Institute of Canada, Toronto, Ontario: Officers, Partners, Directors Exam

The Canadian Council of Insurance Regulators, Toronto, Ontario: Life License Qualifying Program

Dale Carnegie Training, Dale Carnegie Course – Effective Communications and Human Relations

PUBLICATIONS

- Sangha, Mak [2016]. "An Applied Glimpse Of Gann," *Technical Analysis of STOCKS & COMMODITIES*, Volume 34: August.
- Sangha, Mak [2017]. "Price Squares & Time-Price Charts," *Technical Analysis of STOCKS & COMMODITIES*, Volume 35: October.

AFFILIATIONS

- The CFA Institute
- Toronto Society of Financial Analysts

REFERENCES

- Available upon request