



Client Services - Intern - Cyprus

RIMES is a leading provider of cloud-based Managed Data Services and RegTech solutions. With offices in 11 locations worldwide from New York to London, Paris to Shanghai.

Our clients face the challenge of sourcing and managing growing volumes of increasingly complex market, reference and index data as they look to innovate and maximise returns on behalf of their investor community. At the same time, financial authorities are making greater demands, through a range of regulations, for firms to demonstrate their ability to monitor and control the provenance, lineage, accuracy and usage of the data, both to protect individual investors and to reduce systemic risk.

RIMES is a service-led company passionate about solving the data challenges faced by the financial community. Due to this we need people who are enthusiastic, intelligent and suited to working in a dynamic environment. We believe that a multi-skilled, multicultural workforce is fundamental to our global success.

We only recruit the very best candidates and as a result offer excellent remuneration and benefit packages.

Who we are:

- RIMES manages market, reference and index data requirements on behalf of over 350 investment managers, hedge funds, wealth managers, private banks, custodian banks, insurance companies and pension funds in 40 countries across the globe, in the process winning Water's "Best Data Provider to the Buy-Side" award every year since 2007.
- With access to over 350 data providers, RIMES sources, validates, transforms, enriches and delivers index, market and reference data, system-ready and fit-for-purpose, directly to our client's performance, compliance, risk and portfolio management systems.
- By removing the challenge of managing data, our clients not only benefit from improved accuracy and timeliness of their data across their enterprise, but gain far greater flexibility, agility and confidence to lead investment innovation – a valuable competitive edge.
- In addition to our data services, we have taken our experience and proven technologies to offer an award-winning market surveillance solution, as well as services to support clients meet their ESMA Benchmark Regulation obligations.

Client Services

RIMES utilises technology to automatically retrieve, manage, transform, enrich, validate & deliver financial data from a wide range of sources to over 350 clients. Client Services own this process and are the interface between our clients, our platform and organisation. Client Services comprises a team of more than 50 staff based in 9 global locations, performing a wide range of client facing functions.

This team oversees the delivery of 60000+ data feeds daily. **Client Services first line team** proactively monitor exceptions based on timeliness and the quality of data in a top down manner, in conjunction with managing our client's ever-changing priorities and corresponding queries.

Client Services second line team handles complex escalation from our first line group, in addition to managing change projects that impact all our clients globally.

Client Services account teams own the technical relationship with the client, they are responsible and accountable for the service provided to a set of clients, within geographic regions. The account team ensure the client's service operates within a set of KPI's and make suitable adjustments to ensure it continues to do so. Account teams work with our clients to adapt the services received, in line with the ever-changing requirements of the investment management industry. Alongside our sales and management teams, the account team provides regular service reviews with our clients, to reinforce our value proposition, provide industry insight and uncover further opportunity to solve our client's challenges.

You are:

- Flexible, enthusiastic and display a positive attitude
- Able to multi-task, prioritize and meet deadlines
- Happy to work on your own initiative
- Interested in technology, but also aware of the need for appropriate processes and procedures
- Attentive to detail, but also able to demonstrate a wide degree of creativity
- A confident communicator with exceptional interpersonal skills

RIMES is committed to promote the values of diversity and inclusion throughout the business. Whether it's through recruitment, retention, career progression or training and development, we are committed to improving opportunities for people regardless of their background or circumstances.

Areas of Responsibility:

- Support the suite of RIMES products and services
- Provide customers with key information and analytical solutions
- Performance attribution analysis support
- Risk management support
- Compliance support
- Portfolio management

- Ensure delivery of service in line with KPIs
- Escalation of issues to the 2nd Line Support group

The Analyst must:

- Have effective analytical and problem-solving skills

Qualifications, Skills & Experience Required:

- Must be current student, enrolled in a Bachelor's/Master's program, preferably in a finance/mathematics or a related field
- Experience working with, querying, and manipulating large datasets
- Numerically minded with great attention to detail
- Sound working knowledge of financial spreadsheets and financial databases and applications
- High proficiency with MS Excel

Also useful:

- Knowledge of a programming language, especially Python
- Knowledge and understanding of equity and fixed income indices
- Have previous work experience in the financial data industry

Candidates must be authorized to work in Cyprus.