

Brandon G. Yang

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EDUCATION

University of Toronto

2017 — 2021

Bachelor of Arts in Economics

EXPERIENCE

Operations Associate

February 2019 — Present

VIPKid | Toronto, ON

Managing a set of ~30 employees for a virtual education company, ensuring company operations run smoothly in Toronto

- Closely monitoring employee performance and discussing various methods of improvement
- Acting point of contact for teachers needing assistance with scheduling, time-off, technical difficulties, etc.
- Utilizing SAP software to collect hours and execute payroll
- Maintaining database of employee records
- Scheduling meetings between management and documenting topics of discussion

Supporting HR through talent acquisition assistance

- Sourcing and screening, ensuring applicants meet company standards prior to advancing in the recruiting process
- Assisting with new hire onboarding by collecting necessary documents, guiding hires through the platform, etc.

Creating graphics using Adobe Photoshop to publish on social media platforms

Payments Processing

September 2017 — August 2018

CIBC | Toronto, ON

Processed ATM deposits from across the GTA

- Performed data entry tasks (avg. speed of 80 wpm), meeting daily quotas with a proven track record of accuracy (<0.05% error rate, compared to the team's average of 0.3%)
- Validated deposits with anti-fraud practices

Performed degree of customer service that required a strong set of interpersonal skills (verbal/written)

- Resolved customer inquiries via. online ticket inquiries and customer service calls
- Contacted customers in the case of account imbalances to clarify and resolve inaccuracies

Handled treasury assets often exceeding ~\$3mm, along with retention and disposal of sensitive documents

Communications VP

September 2016 — August 2017

Western Sports Business Club | London, ON

Organized networking events and socials for members to connect with professionals in the Sports Business industry

- Established relationships with industry leading professionals willing to speak with aspiring students (professionals ranged from COOs, managing directors, to athletes)
- Controlled operating budget and club finances

Managed correspondence between VPs and general members

- Published content regarding club promotions and announcements to engage and maintain member interest
- Club membership numbers experienced both strong growth and reduced drop-off rate in comparison to the previous year, +11% and -5%, respectively

Coordinated members to execute media requirements

- Managed project flow by delegating tasks to members with differing skill sets (videos, infographics, content writing)

Newcomer Information Services

April 2016 — August 2016

YMCA | Toronto, ON

SKILLS

Microsoft Office (Word, Excel, PowerPoint, etc.), Google Suite, Adobe Creative Suite, SAP Payroll Management, HubSpot Social Media Certified, HubSpot Inbound Marketing Certified, Google Ads and Analytics Certified, SEO