

Ching Yi Lam, Hannah

West Chester, PA 19382

(484)-995-3794 • chingyi0127@yahoo.com

<https://www.linkedin.com/in/ching-yi-lam-46a9a4136/>

EDUCATION

West Chester University of Pennsylvania, West Chester, PA

September 2023 - Present

Master of Science in Applied Statistics

- Cumulative GPA: 3.61 / 4.0

West Chester University of Pennsylvania, West Chester, PA

September 2016 - May 2018

Bachelor of Science in Economics and Finance – Double major

- Cumulative GPA: 3.64 / 4.0 – Magna Cum Laude

Delaware County Community College, Media, PA

September 2014 – May 2016

Associate of Science in Business Administration – General Business

- Cumulative GPA: 3.66 / 4.0

HONORS AND AWARDS

WCU International Student Scholarship - West Chester University

September 2016 – May 2018

College of Business & Public Management, Dean's List – Spring 2018

January 2018 – May 2018

WORKING EXPERIENCE

PrimePay, West Chester, PA – **Payroll Tax Associate**

April 2021 – Present

- Maintained and balanced clients' accounts using MasterTax software.
- Assisted with daily, monthly, quarterly, and annual payroll tax return processing.
- Reconciled various banking transactions.
- Processed client payroll tax transactions.

Bank of America, Bryn Mawr, PA – **Relationship Banker**

December 2020 – April 2021

- Opened new checking and savings accounts, credit card for customers.
- Evaluated customers' financial needs and provided banking solution.
- Helped customers with teller's transaction.
- Ensured customer satisfaction and resolved issues with banking products or services such as mobile banking.

The Bank of East Asia, Kowloon, Hong Kong – **Customer Service Representative**

May 2019 – January 2020

- Provided account services to customers by receiving deposits and withdrawals.
- Recorded transactions by logging cashier's checks, and other special services.
- Answered inquiries with cross-sells bank products.
- Completed special requests by closing accounts.

FedEx Ground, Exton, PA – **Operations Administrator**

October 2018 – March 2019

- Assisted management with Business Control Self Assessment (BCSA) audit activity by retrieving data and files for review.
- Reviewed and trended loss and damaged claims filed to identify improperly charged claims and brings to the attention of management.
- Reviewed, researched and entered data in various systems to support respective functional area.

- Reviewed and entered all Independent Contractor (IC) settlement information into appropriate system to ensure proper payment.

SKILLS

Language: Fluent in English, Cantonese and Mandarin

Computer: R, SAS, SQL, Microsoft Word, Excel, PowerPoint, SPSS