

Gary Chin

Web Developer

SUMMARY

I am a web developer with a long background in both finance and business, that has always welcome new challenges and meet them head on. During my time at Merrill Lynch, I learn to work with external clients as well as pick up some programming like development macros to help with daily tasks. This allowed me to work with the development teams with UAT testing which sparked my interest in development.

EXPERIENCE

Bank of America Merrill Lynch, Execution Services

New York, NY -- User-Acceptance Tester

June 2014 - Dec 2016

- Documented Broadcort's website defects and reported defects involving program functionality, output, online screen and content to appropriate technology teams within the firm.
- Assisted with user-acceptance testing and defect tracking for over 50 updates and fixes made to the Broadcort portal.
- Worked collaboratively with development and business groups to complete comprehensive testing on over 10 major new releases.

Bank of America Merrill Lynch, Execution Services

New York, NY — *Senior Client Service Representative*

April- 2010 - Dec 2016

- Develop and maintain relationships with ten midsize to large institutional clients with accounts ranging from 500-10,000 plus accounts.
- Managed a high-volume workload within a deadline-driven environment. Resolved an average of 35-50 complex email inquiries daily and consistently exceed performance benchmarks in all areas.
- Functioned as liaison between institutional clients, back office, and technology teams..
- Handled an average 20-25 client inquiry calls daily with an additional 10-15 help desk calls ranging from simple inquiries to complex projects.
- Developed macros, vlookup, pivot tables, and other advanced excel reports to reduce errors, process time, and enhance daily processes.
- Trained clients and assisted them with user access with the web client portal. Created step by step tutorials to help clients better understand the web portal and reduce the amount of help desk related calls.

Merrill Lynch, Broadcort Capital

Jersey City, NJ — *Senior Operations Analyst*

May 2008 - April 2010

- Assist in processing wire transfers for clients and ensure all compliance, margin and managerial approvals have been met prior to release payment.
- Ensure that all appropriate account documentation is obtained and maintained. Inform clients of missing documentations for funds or securities transfers, based on firm and compliance policies.
- Assess risk and minimize exposure or liability regarding participants/client issue, while providing detailed solution.
- Open, close and modify accounts based on client requests. Setup domestic and foreign instructions for the accounts.

PROJECTS

General Assembly, Web Development Immersive

New York, NY — *Fellow*

July-2017 - Oct 2017

- Develop a fully functional Battleship app with the use of Javascript and JQuery for 1st unit project.
- Created a full CRUD Starwars database app for 2nd unit project. (I) used fetch API calls, PSQL for creating the database and ExpressJS for the backend framework
- Work closely with a team to build a full stacked Music Meetup app for the 3rd unit project, which uses React JS for the frontend framework, Express JS to support the backend. PSQL create and perform search queries on behalf of users. Use of Axios and Fetch to perform API calls to pull in JSON datasets. Supports full CRUD, where users can create, view, update and delete events related to music events.

New York, New York

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<https://github.com/Gnyc1001>

<https://www.linkedin.com/in/gary-chin/>

Skills

JQuery Node.JS ReactJS Python
Ruby User Acceptance Testing
HTML5 CSS3 MS Office
Windows OSX Linux AJAX
Axios RESTful API mainframe
Webpack PSQL ES6 GitHub
ExpressJS JSON Trade support
Broker dealer client services
Middle Office Adobe PS
Automation & Efficiency
Managed Accounts Taxation
Defect & Bug Discovery

Education

General Assembly

Web Development Immersive
WDI Oct 2017

App Academy

Javascript Prep Course

April 2017

Pace University

Lubin School of Business

BBA Finance

Interest

Art Galleries, Volunteering, MS
Walk, Solving Complex
Problems, Artwork

