

# Sandy Yu

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## EDUCATION

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### University of Toronto

*Bachelor of Science - Statistics and Economics with Focus in Data Analysis*

Toronto, Ontario

*Sep 2021 - May 2025 (Expected)*

## SKILLS

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### Office Software

Microsoft Excel, Tableau, Intercom, Metabase

### Programming Language and Software

Python, Java, R

### Language

English and Mandarin (native), French and Japanese (beginner)

## RELEVANT WORK EXPERIENCE

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### Royal Bank of Canada, Toronto, ON – Operations Intern, Ampli/Avion Rewards *Sep 2023 – Dec 2023*

- Assisted RM-merchant partner invoicing escalations by generating 4 monthly reconciliation reports for Ampli's business account and cash account by pulling data from RBC's internal network on the first work day of every month.
- Tracked and prevented fraudulent user actions by accomplishing daily audits where transactions for 1000+ user were examined. Clawed back a daily average of 500 CAD incorrect user earnings and released a daily average of 20K CAD user funds.
- Assisted in critical and time sensitive offer implementations for Avion Rewards by working with multiple teams in the organization.
- Analyzed and assessed risk factors for 100+ merchant partners to support or oppose the formation of partnership between merchants and RBC on Avion Rewards platform by conducting research in available merchandises, merchant affiliations, and public image.
- Optimized and reduced the completion time for weekly Anti-Money-Laundering Report and daily Avion Rewards Point Reconciliation Report by an average of 50 percent through the implementation of basic date formulas and advance Excel tools such as VLookup.
- Reduced invoicing complications by creating digital invoices for Ampli and Avion Rewards partners in concise and rigorous language.

## VOLUNTEER

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### Ivy Golden Union Education Group, Vancouver, BC – Media Consultant

*Sep 2019 – Jun 2021*

- Created visual and audio content using Adobe and LumaFusion to highlight key strength of the institution
- Summarized details for courses to clearly illustrate course structure to potential clients of the institution.

### Save the Children Club, Vancouver, BC – Event Coordinator

*Sep 2018 – Jun 2019*

- Developed and executed a fundraising campaign for Children's Hospital Foundation in Vancouver by conducting sales and organizing donations.
- Single-handedly reached collaboration between club and local business for procurement.