

MICHAEL YIN

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PROFESSIONAL SUMMARY

Highly organized and detail-oriented professional with a strong background in project management and a passion for technology. Proven success in coordinating complex projects, optimizing processes, and delivering exceptional client service. Skilled in analyzing data and implementing effective solutions. Strong communication and technological proficiency. Exploring a meaningful career change into the technology industry to better align with my abilities and passion. As a technology hobbyist, I enjoy working with the latest tools and technology, and providing technology support and teachings to those that need it.

WORK EXPERIENCE

Informa Financial & Insurance Services Inc.

2023 – 2024

Account Executive and Customer Service Representative

Vancouver, BC

- Building relationships with prospective clients and managing existing clients with their group benefits.
- Act as the primary contact for Chambers Plan related questions and assist with administrative inquiries.
- Coordinating internal tasks related to accounts to ensure that clients receive their products and services.

Glentel Inc.

2016 – 2017

Jr. I.T. Administrator & Jr. Networking Administrator (MIS Group)

Burnaby, BC

- Provided technical support to company employees and Glentel telecom subsidiaries across the country (i.e. Wireless Wave, Costco Mobile, TBooth, etc...)
- Performed computer imaging and mass deployment of software.
- Built and repaired company computers and printers.
- Modified and installed SonicWALL routers; prepared and modified Oxygen / Agilink modems
- Managed several company projects including the mass deployment of company assets worth in excess of \$125,000.
- Utilized Active Directory, Microsoft Dynamics AX, Sophos, MacOS, Windows, and Linux.

Vancouver Coastal Health (CST Project)

2019 – 2022

Business Analyst

Vancouver, BC

- Managed a portfolio of over 10 medical specialties, which totaled over 150 medical procedures (PowerPlans).
 - Organized sessions with healthcare professionals for information gathering, design of product, final validation, and deployment of their requested products.
- Coordinated interdepartmental tasks and communications to ensure project milestones were completed.
- Conducted gap analyses, identified areas for improvement, and implemented process enhancements.
- Successfully led two key deployment projects of PowerPlans at multiple Vancouver Hospitals.

Freelance Photographer

Present

Vancouver, BC

- Generated client base through various leads.
- Provided excellent customer service and photo quality.
- Active listening to ensure the client's needs and desires were met while I captured their special moments.
 - Engagements, events, portraits, landscape, etc...

TEDxQueensU & DECA Queen's

Sponsorship Director & Corporate Relations Director

2016 – 2018

Kingston, ON

- Effectively raised sponsorship funds from previous partnerships and new sponsor acquisitions.
- Collaborated with the executive team in the organization and execution of a successful conference.
- Developed compelling value propositions to secure commitments from renowned speakers.

EDUCATION

Queen's University

Bachelor of Sciences, Life Sciences

2014-2018

Kingston, ON

- Dean's Honour List, 2014-2017 (GPA of 3.75 or above) with a full course load.
- Actively participated in intramural sports including soccer, hockey, and ultimate frisbee.

SKILLS & INTERESTS

- **Skills:** Troubleshooting; server management; customer service; Python; SQL; technology expertise; computer building, imaging, and management; iOS, MacOS, Windows, Linux proficiency; audiovisual technical proficiency; Adobe Lightroom Classic; project management; cross-functional communication; time management; administrative support; SOP management and documentation; active listening; bilingual (French and English); Microsoft Office programs; collaboration; scheduling & coordination.
- **Interests:** Technology; media servers; home automation; troubleshooting; computer building and repairs; home theatre technology; iOS; Android; Proxmox; Ubuntu; Windows; MacOS; networking; IT hardware; puzzles; soccer; hockey; ultimate frisbee; travel; photography; photography editing; fantasy sports specialist.