

Joanna Weng

Honours Legal Studies and Business

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EXPERIENCE

Manulife/John Hancock

May 2016 - Sept 2016

Business Intelligence Developer

- Consolidated data to ensure all user requirements were identified for reports
- Utilized MicroStrategy to pull data from various sources into a centralized Dashboard to identify areas for improvement and ensure accuracy in data figures for different departments
- Researched D3 to develop data visualizations

Deloitte Inc.

Jan 2016 - April 2016

Business Technology Analyst

- Helped maintain and clean-up database of User and System Stories in JIRA and Confluence using JQL to ensure that project management is efficient
- Facilitated internal legal and decision review forums with Scrum Masters and client ABOs
- Employed enterprise practices and KBs to assist in developing a proposal that supported the recommended strategic solution to a client's RFP that addressed their functional system needs
- Provided services for application support and maintenance, remote development, continuous improvement, database management, infrastructure management, help desk services, and advisory services in an Agile environment using SoapUI, WebSphere MQ, and Guidewire

CIBC Technology

May 2015 - Aug 2015

IT Project Coordinator

- Managed End-User Software Currency database of software applications used company-wide through data cleansing, monitoring statuses, and updating phase changes through SDLC
- Utilized Excel Pivot Tables and VLookUps to generate weekly reports in regards to deployment, software packages to OSD, migration of applications to Citrix 7.6 environment, etc.
- Designed entire front-end user interface Portal for new database of applications and packages for all OSs with multi-layer tables for easier view and management
- Helped to create the monthly Time Management System (TMS) reports to track project initiatives and time allocation of resources used for currency governance across departments

Desire2Learn Inc.

Sept 2014 - Dec 2014

Project Coordinator

- Developed an Outage Matrix using Visio to outline processes required during database failures
- Regulated incidents, KBs, and PRBs to ensure customer satisfaction using ServiceNow
- Data mined reports to determine gaps to ensure application improvements
- Coordinated with various teams to mitigate project issues including NOC/OI Monitoring, migrations, database performances, PRBs, SQL Scripts, and capacity planning

Lug Canada Inc.

Jan 2014 - Apr 2014

Customer Service/Business Development Associate

- Effectively responded to customer inquiries, warranty claims, returns/exchanges, and feedback
- Collaborated with vendors such as Amazon to ensure the accuracy and efficiency of orders, ASNs, EDIs, shipping reports, and inventory reports
- Worked with all departments regarding order placements, product defects, website audits, credit memos, and order investigations



EDUCATION

UNIVERSITY of
WATERLOO

Sept 2012 - April 2017

Honours Arts and Business, Coop

Legal Studies Major | GPA: 82/100

Economics & Cognitive Science Minors

VOLUNTEER

Costca Law Firm
Mar 2014 - Apr 2014



Legal Intern

- Efficiently transferred case documents, including court case summaries, police reports, affidavits, and supporting evidence to electronic storage

TVphoon Inc.
Apr 2013 - July 2013



Business Intern

- Utilized Google Analytics to determine site trends to develop methods to increase traffic and select cost-effective SEO keywords

Canada Revenue Agency
Feb 2010 - Apr 2012



Income Tax Preparer

- Successfully filed income tax for low-income individuals, immigrants, and refugees
- Analyzed and organized financial records to determine forms required
- Communicated with clients about deductible expenses and allowances to maximize returns

ACHIEVEMENTS

Personal Website
April 2015



www.joannaweng.com

- Developed personal website using Bootstrap, JQuery, Javascript, and CSS

Marketing Convention
June 2012



2nd Place Overall - Agincourt Collegiate Institute

- Awarded second place for an outstanding overall presentation for developed hypothetical DBRS at marketing convention
- Cooperated efficiently with partner to develop business report including sales, advertising, product analysis, performance analysis, and financial records

CERTIFICATIONS

In progress
Completed Apr 2015



Certified Associate in Project Management (CAPM)

Statistical Package for the Social Sciences (SPSS)



PROGRAM & SOFTWARE SKILLS

Program Skills

MICROSOFT OFFICE SUITE	● ● ● ● ●
NETSUITE	● ● ● ● ●
SHAREPOINT	● ● ● ● ●
SALESFORCE	● ● ● ● ●
PEOPLE SOFT	● ● ● ● ●
SERVICENOW	● ● ● ● ●

Software Skills

PHOTOSHOP	● ● ● ● ●
GUIDEWIRE	● ● ● ● ●
MICROSTRATEGY	● ● ● ● ●
MOODLE	● ● ● ● ●
SOAPUI	● ● ● ● ●
WEBSPIRE MQ	● ● ● ● ●

Language Skills

HTML	● ● ● ● ●
CSS	● ● ● ● ●
SQL	● ● ● ● ●
JQL	● ● ● ● ●
JAVASCRIPT	● ● ● ● ●
80 -100 WPM	● ● ● ● ●



ACTIVITIES & INTERESTS

- UW Poker Club Executive (2014 - 2016)
- VP of Communications for UW Law Society (2014)
- Coop Site Coordinator for UW Coop Connection (2015)

- University SOS Tutor (2013 - 2014)
- UW Management Consulting Club (2012 - 2016)
- UW Marketing Advisory Board Executive (2014)

Languages: Fluent in English and proficient in Mandarin & Taiwanese