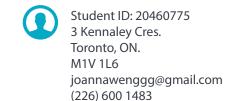
Joanna Weng 3A Honours Legal Studies and Business





D2L 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 satisafaction using ServiceNow
- · Data mined reports to determine gaps and developed 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 The Shopping Channel, Amazon, eBags, Zulily, and Wayfair with orders, ASNs, EDIs, shipping reports, and inventory reports
- Worked with all departments regarding order placements, product defects, website audits, credit memos, and order investigations

Prep 101

Sept 2013 - Dec 2013

Medical College Admission Test Promotor

- Promoted and facilitated Medical School seminars to University students
- Gathered information on target demographic to advance promotional tactics

CNE

July 2013 - August 2013

Roulette Croupier/Supervisor

- Resolved customer conflicts and clarified regulations
- Efficiently managed time to maximize productivity
- Displayed teamwork skills to coordinate safe and effective procedures
- · Followed strict security rules and reported any mishaps to residing supervisors

REMIC

June 2013

Sales/Marketing Intern

- · Implemented new courses and web-building using Moodle and Microsoft Office Suite
- Collected data to develop strong consumer client base utilizing SalesForce
- Created effective advertisements targeted towards brokerages and consumers

TVphoon Inc.

May 2013 - June 2013

Business Development Intern

- Developed cost-effective SEOs that would increase firm website traffic
- Utilized Google Analytics to examine traffic trends and design marketing tactics

EDUCATION

UNIVERSITY of WATERLOO

2012 - Present

Honours Arts and Business, Coop

Legal Studies Major

Economics & Cognitive Science Minors

Relevant Courses

2012 - 2013

2013 - 2014

2014 - 2015

Introduction to Microeconomics & Macroeconomics, Accounting for Managers Entrepreneurship Principles, Commerical & Business Law Government & Business, Marketing, Social Statistics

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

Canada Revenue Agency Income Tax Preparer

Feb 2010 - Apr 2012

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

Toronto Parks & Rec.

Jun 2010 - Aug 2012

Volunteer Captain

- Effectively worked with team to organize community events, including a Job and Volunteer Fair
- · Managed volunteers through course of rules, regulations, responsibilities and requirements
- · Contacted sponsors and guests, allocated budgets for various activities, and addressed any questions or concerns

AWARDS

Honour Roll

2009 - 2012

Agincourt Collegiate Institute

Ontario Scholar 2012

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 (1)

In progress In progress Certified Associate in Project Management (CAPM) Statistical Package for the Social Sciences (SPSS)



PROGRAM & SOFTWARF SKILLS

Program Skills		Software Skills		Web Skills	
MICROSOFT OFFICE SUITE	• • • •	PHOTOSHOP	$\bullet \bullet \bullet \circ \circ$	HTML	• • • • •
NETSUITE	• • • •	VISIO	• • • •	CSS	• • • • •
VENDORNET	• • • • •	INDESIGN	• • • • •	SQL	$\bullet \circ \circ \circ \circ$
SALESFORCE	• • • •	MOODLE	• • • • •	TURING	$\bullet \bullet \circ \circ \circ$
ONE NOTE	• • • •	BOOTSTRAP	• • • • •	JAVASCRIPT	• • • • •
SERVICENOW	• • • • •	JQUERY	• • • • •	80 -100 WPM	• • • • •



ACTIVITIES & INTERESTS

- UW Poker Club Executive (Spring 2014 Present)
- VP of Communications for UW Law Society (2014)
- Mennonite Coalition for Refugee Support Volunteer (2014)
- University SOS Tutor (2013 2014)
- UW Finance Society Member (2012 2015)
- UW Marketing Advisory Board Executive (2014)

Languages: Fluent in English, Mandarin, Taiwanese