

# Joanna Weng

4A Honours Legal Studies and Business

[www.joannaweng.me](http://www.joannaweng.me)



Student ID: 20460775

3 Kennaley Cres.

Toronto, ON.

M1V 1L6

[joannawenggg@gmail.com](mailto:joannawenggg@gmail.com)

(226) 600 1483

## EXPERIENCE

Deloitte Inc.

Jan 2016 - April 2016

### Business Technology Analyst

- Help maintain and clean-up database of User and System Stories in JIRA and Confluence using JQL to ensure that project management is efficient
- Facilitate internal legal and decision review forums with Scrum Masters and client ABOs
- Employ Enterprise Applications practices that provide solutions to clients that address manufacturing, financial, human resources, customer relationship management, supply chain, student administration and other functional system needs throughout the enterprise
- Provide services for application support and maintenance, remote development, continuous improvement, database management, infrastructure management, help desk services, and advisory services in an agile environment

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
- Help 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

Economics & Cognitive Science Minors

Relevant Courses

2012 - 2013

2013 - 2014

2014 - 2015

Introduction to Microeconomics & Macroeconomics, Accounting for Managers

Entrepreneurship Principles, Commercial & Business Law

Government & Business, Marketing, Social Statistics, Microeconomics Theory I

## 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

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

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

Personal Website

April 2015

### • [www.joannaweng.me](http://www.joannaweng.me)

- 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	● ● ● ● ●
VENDORNET	● ● ● ● ●
SALESFORCE	● ● ● ● ●
PEOPLE SOFT	● ● ● ● ●
SERVICENOW	● ● ● ● ●

### Software Skills

PHOTOSHOP	● ● ● ● ●
VISIO	● ● ● ● ●
INDESIGN	● ● ● ● ●
MOODLE	● ● ● ● ●
BOOTSTRAP	● ● ● ● ●
JQUERY	● ● ● ● ●

### Web Skills

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



## ACTIVITIES & INTERESTS

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

- University SOS Tutor (2013 - 2014)
- UW Finance Society Member (2012 - 2015)
- UW Marketing Advisory Board Executive (2014)

**Languages:** Fluent in English, Mandarin, Taiwanese