Shanshan Xu

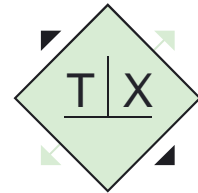**T | X**

647-980-5761

tinaxu84@gmail.com

1505-25 Town Centre Court, Scarborough, ON, M1P 0B4

EDUCATION

November 2020 – May 2021
University of Toronto Continue
Studying Coding Boot Camp
May 2005 – May 2009
Bachelor of Commerce
Majors in Accounting & Finance
Saint Mary's University, Halifax

SKILLS

TECHNICAL

HTML / CSS / JavaScript

jQuery

Bootstrap

React

MySQL / Sequelize

MongoDB / Mongoose

Node.js / APIs / Express.js

Adobe Reader

Microsoft Office Suite

SKILLS

PROFESSIONAL

Highly organized

Time management and prioritization

Attention to detail

Problem solving

Analytical & Critical Thinking

Leadership

Collaborative

PERSONAL PROFILE

Currently in Coding Boot Camp program to learn to be a full stack Web Developer. In the previous job, Expert in Reconciliation and Exception processing. Strong accounting skills, with demonstrated expertise in General Ledger and DDA reconciliation. Team leadership, most recently leading 9 direct reports, providing coaching and support for team growth and development. Review and analysis of Exception processing, creating and implementing streamlined workflows to leverage automation, eliminate redundancy, and provide more efficient and effective end-to-end processing. Delivering superior customer service and partner support while adhering to Service Level Agreements and rules and regulations outlined by Payments Canada.
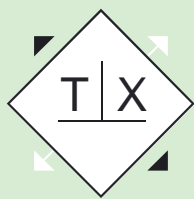
WORK EXPERIENCE

October 2018 – October 2020
Team Lead
Scotiabank / OCS – Bill Payments │ Debit Card Investigation

Lead a team with 9 direct reports, manage workloads and distribute appropriately amongst team, and create & maintain strong relationships with business line partners. Stream-lined workflows by analyzing processes and investigating opportunities to automate work. For example, changed paper based, manual debits to an online, EFT platform, saving time, cost, and optimizing effectiveness.

- CRM Project
  Work with Project team closely for bill payments process change from AS400 to PEGA.
- ScotiaConnect EFT Process
  Change manual Hard Debits to electronical debit through ScotiaConnect to save at least 150 paper per day.
- ABM Dispute
  Work with Senior Manager and Project team to change BNS ABM dispute for BNS customer, and increase the efficiency by 30%.
- Fraud Bill Payments Process
  Change Fraud case process to help recover the Bank loss.

LANGUAGE

- Mandarin
  Native language

- English
  Fluent (speaking, reading, writing)

HOBBIES

Coding

Design

Reading

Video Games
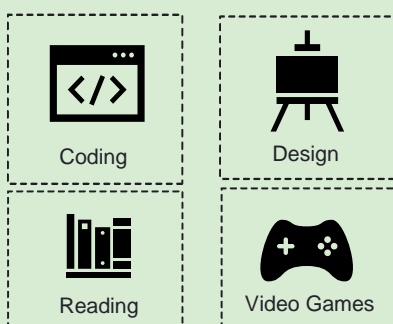
EXPERIENCE CONTD

February 2018 – September 2018
Team Lead
Scotiabank / OCS – Item & Exception Processing

Ensure accuracy of incoming and outgoing adjustments to maintain strict processing standards. Provide timely expert advice on multiple channels including Chargeback and Data Centre Adjustments. Manage risk by creating daily certification of exception voucher package. Offer direct service support to the Chargeback team members, clients, and business partners in line with Payments Canada's established standards and guidelines.

- Recover funds from OFIs by working with Symcor.
- Work with BSC to determine the standard process for Desjardins' Chargebacks

July 2017 – January 2018
Accounting Officer
Scotiabank / OCS - Reconciliation

Provide high-quality, timely, and accurate processing input, posting, and verification of daily accounting transactions within defined service level agreements (SLAs) such as Chargebacks, guided by Payments Canada rules. Utilize strong problem-solving skills to overcome daily challenges under pressure.

- RDC Project
  Investigate digital cheque scanning issues, identify solutions, and advise branches on processing of corrections/adjustments.
- Chargeback Work Tracking
  Work with Project Team to create the first draft of Chargeback / Date Center Adjustment Tracking Sheeting.

January 2013 – July 2017
Senior Accounting Clerk
Scotiabank / Toronto CAU - Reconciliation

Acquire a good knowledge of all accounting functions and a thorough knowledge of the reconciliation of specific systems and General Ledgers (e.g., suspense account balancing, ABM balancing, teller balancing and cross checking); this includes acquiring and maintaining a working knowledge of products and services in the Canadian Branch Banking

August 2009 – May 2011
Bookkeeper
Pioneer Beginnings Inc.

Manage accounting operations, account reporting and reconciliations. Provide annual financial statements to External Auditor to review.