

YU-HSIANG (SEAN) LIU

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EDUCATION

University of Toronto Major: Economics, Focus on Data Analytics Minor: Mathematics and Statistics	Toronto, ON Expected June 2024
Great Lakes Christian High School	Beamsville, ON

EXPERIENCE

2023 – Present	TD Canada Trust <i>Customer Experience Associate</i> • Maintained 300% on scorecard for the 2023 fiscal year. • Conduct 20+ KYC/KYT daily to ensure the security of customers' accounts and transactions. • Assisted 10+ customers to open services of credit card/credit limit increase/overdraft protection per month.	Toronto ON
2023 – Present	Real Fruit Bubble Tea <i>Bartender</i> • Help over 300 customers per day with any inquiries. • Working in a fast-paced environment and making over 700 orders per day with high quality • Quick adjustments on working with 15 different co-workers	Toronto ON
2019 – 2020	Home Hardware <i>Customer Service Co-op</i> • Supported more than 100 customers to find products and help with their inquiries. • Organize more than 1000 products backroom storage. • Maintain more than 350 different products on shelves.	Beamsville ON

COURSES TAKEN

Data Analysis and Applied Econometrics in practice

- Able to use the statistical software STATA.
- Implications and interpret different model specifications and identification strategies.
- Critically evaluate and replicate existing research and conduct the original analysis.

Economic Development

- Analyzes issues related to economic development and the associated policy response.
- Able to read and interpret statistical and regression analysis.
- Topics: Education, Health, Credit markets, Inequality, Natural resources.

Geographic and Mapping I

- Use GIS software to find, edit, analyze, and map geographic data to create maps.
- Analyze geographic problems and use techniques that can be applied to a variety of subject areas.

KEY SKILLS AND CHARACTERISTICS

• Python	• Customer Services
• Microsoft Excel	• Critical Thinking
• STATA	• Handling Pressure
• QGIS and ArcMap	• Leadership
	• Problem Solving

LANGUAGES

- English (Fluent)
- Mandarin (Fluent)