
Tom Tam

South Windsor, CT | (646) 344-9025 | tomtam6@gmail.com | *tomtam.net*

CERTIFICATION & SKILLS

Salesforce Certified Administrator

Agile, APEX, SOQL, JavaScript, HTML, CSS & Front-end frameworks, NodeJS, MySQL, Git, Github, AWS

EXPERIENCE

MassMutual Financial Corp., Enfield, CT - *Benefit Analyst*

NOVEMBER 2015 - PRESENT

- Reconcile participant annuity certificates to clear backlog of new contract installations through data analysis, querying, and investigation.
- Analyze and interpret plan provisions and documents in order to perform complex manual and automated pension benefit calculations.
- Reduce research time for each individual task by creating contract summaries streamlining essential data.
- Monthly reporting of participant payment reconciliations for split contracts.

Tam's Trading Co., East Windsor, CT - *Business Development Analyst*

January 2011 - November 2015

- Established \$100,000 line of credit to achieve inventory bulk purchasing, reducing 5% across the board.
- Broadened customer's product demand increasing \$5,000 in monthly revenues of \$30,000.
- Converted leads to accounts increasing monthly book of business by \$4,000.

United Technologies Corp., Location - *Intern, Co-Op*

Summer 2007, Summer 2008, Winter 2008

- Led consolidation work for aircraft loans totaling over \$3 million worth of hardware.
- Processed wire transfers in CitiDirect to fund operations with daily volume over \$50,000.
- Utilized Bloomberg terminal to obtain daily LIBOR rates to finance client purchases.

EDUCATION

Central Connecticut State University, New Britain, CT - *B.S. Finance*

September 2005 - May 2010