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# Tom Tam

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## CERTIFICATION & SKILLS

Salesforce Certified Administrator

APEX, SOQL, JavaScript, HTML, CSS, NodeJS, MogoDB, MySQL, Data Analysis

## EXPERIENCE

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

NOVEMBER 2015 - PRESENT

- Reconcile 2 contracts per month of 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 by 5 minutes 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