
Tom Tam

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CERTIFICATION & SKILLS

Salesforce Certified Platform Developer, Salesforce Certified Administrator,
JavaScript, HTML, CSS & Front-end frameworks

EXPERIENCE

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

NOVEMBER 2015 - JUNE 2018

- Lead project initiative to convert legacy resources to SharePoint platform.
- Corroborate with software vendor and stakeholders to implement new feature of a legacy platform, including gathering of business requirements and user testing.
- Set and manage team's contract deliverables.
- Reconcile participant annuity certificates to clear backlog of new contract installations through data analysis, querying, and investigation.

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

January 2011 - November 2015

- Liaised with stakeholders and company's developer to implement CRM platform application.
- Key dependency for technology related troubleshooting.
- Established \$100,000 line of credit to achieve inventory bulk purchasing, reducing 5% across the board.
- 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

Udemy Various Salesforce Administrator, Developer, & Web Development modules

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

September 2005 - May 2010