

**ALEX WONG**

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**SKILLS SUMMARY**

- Robust cognitive ability paired with excellent multitasking skills allowing discretion in handling correspondence, information and all matters of confidentiality.
- Attention to detail and adaptability to a fast-paced environment creating proactive solutions to problems.
- Strong leadership and communication skills strengthened by previous analytical and customer service roles.

**EDUCATION**

- Bachelor of Arts, Criminal Justice, Ryerson University, 2015.

**WORK EXPERIENCE****TD Canada Trust: Production Order Specialist** July 2019 - Present

- Track and analyze legal orders and acquiring documentation; preparing affidavits in cases where exemption orders or variances are required, ensuring that they are completed to ensure no regulatory repercussions risk is placed on the institution.
- Provide legal solutions upon request within tight time frames when dealing with highly sensitive information containing matters that could be used in the judicial system.
- Direct contact with Law Enforcement and Government Agencies who are the authors of the legal orders and provide guidance to them for the completion of the order to mitigate risk to the organization, and direct contact with VP of Legal on an ongoing basis as well as external counsel representing TDBFG.
- Attend court upon request and provide evidence as an expert witness for the institution.
- Ensure risks of legal orders are leveraged by analyzing and cross referencing within TD Legal, TD Global Security & Investigations, and Stakeholders.

**TD Canada Trust: Loss Prevention Specialist** March 2018 - July 2019

- Analyze alerts generated by various tools and assessing the probability that fraud is occurring by triangulating the neural network score for the transaction, specific details about the client's purchase history in combination with the location of current expenditures, and the value of the transactions in order to mitigate financial loss to the financial institution at large.
- Review customer transactions and participate in compliance initiatives on a daily basis in accordance with Customer Due Diligence (KYC, ID and Verification) and loss mitigation procedures.
- Synthesize and articulate data from clients to provide accurate and timely key messages regarding potential fraud on debit/credit cards in their possession.
- Prioritize and manage own workload in order to meet service level requirements for efficiency and productivity.
- Create solutions to problems in customer situations that are atypical or infrequent, or not covered by stated processes by thinking "outside the box" while maintaining financial security for the client.

**TD Canada Trust: Customer Service Representative** February 2017 - March 2018

- Engage clients in conversation to understand and meet their current and future financial needs by proactively providing them with advice and appropriate products and services.
- Contribute to the achievement of branch business objectives by exceeding individual sales & referral goals.
- Identify sales opportunities and refer customers to appropriate team members or other organizational partners.
- Commit to the timely and accurate completion of branch administration tasks.