

Alex Wong

(647) 907-2388
akw.work@outlook.com
github.com/akwwong

TECHNICAL SKILLS

- **TECHNOLOGIES and OPERATING SYSTEMS:** Office 365 (Outlook, Exchange, Word, Excel, PowerPoint, OneNote, OneDrive), Windows, Linux, MacOS, Active Directory, Google Cloud, ServiceNow, Jira, Confluence
- **TOOLS:** Python, Node.js, React.js, Javascript, HTML, Tailwind CSS, SQL, MongoDB, VMware
- **SKILLS:** Service Desk Ticketing Systems, Cyber Security Incident Reporting, System Administration, Networking, Procedure Documentation, ITIL Practices Implementation, Training and Support, Communication
- **CERTIFICATIONS:** Google IT Support Professional

RELEVANT WORK EXPERIENCE

SOFTWARE DEVELOPER, ANDIE

SEP 2022 – MAY 2023

- Spearheaded the development of the user interface for an internal Customer Relationship Management (CRM) platform, streamlining the user experience and increasing user satisfaction by 90% for the SaaS organization.
- Diagnosed and resolved application performance issues using Node.js, React.js, Tailwind CSS, HTML, SQL, and Python, resulting in a 25% improvement in application performance, measured in the website's load times.
- Partnered with senior developers to contribute code into complex content delivery systems, contributing to a 50% increase in system performance and a reduction in vulnerabilities in customer database.
- Monitored an Identity Access Management (IAM) System to ensure the internal CRM tool authenticated and protected over 100 users' personal information while complying with industry standards.

PRODUCTION ORDER SPECIALIST, TD BANK

JUL 2019 – SEP 2021

- Analyzed and processed over 100 complex legal orders per month, developing a meticulous attention to detail and a comprehensive understanding of compliance, audit, and regulatory frameworks.
- Prepared over 150 critical legal documents and folios per month under tight deadlines, demonstrating exceptional organizational skills and the ability to prioritize tasks effectively.
- Collaborated with internal security teams (such as TD Global Security & Investigations) to mitigate risks, resulting in an undisclosed reduction in security incidents across Canada.
- Responded to an average of 50 legal queries per week either in person, email, or over the phone, maintaining a 100% compliance rate for external and internal risk control partners as a primary focus across the department.

FRAUD SPECIALIST, TD BANK

MAR 2018 – JUL 2019

- Provided Tier 1 support, resolved an average of 80 tickets daily, accessed on customer needs and company policy, ensuring over 90% positive customer satisfaction surveys overall every month.
- Coached, mentored, and educated new staff on the team to meet deadlines and deal with conflicting priorities and work demands.
- Managed own workload to exceed Service Level Requirements (SLA) for efficiency and productivity by an average of 30% while handling clients in difficult situations when compared with the rest of the department.

CUSTOMER EXPERIENCE ASSOCIATE, TD BANK

FEB 2017 – MAR 2018

- Engaged with over 800 clients per month to address their financial needs, providing tailored financial advice and solutions while ensuring all customer service problems were seen through to resolution.
- Consistently met and exceeded sales and customer satisfaction metrics by 10% every month, translating customer needs into financial service enhancements and contributing to an increase in business growth.

SOLE PROPRIETOR, WRAITH KEYBOARDS

OCT 2019 – PRESENT

- Provide consultation and assemble custom physical input interfaces based on client commission specifications, including soldering, key switch installation, stabilizer tuning, and keycap design.
- Source rare hardware components for customers such as vintage switches, artisan keycaps, custom weights, and keyboard chassis.

EDUCATION

ONTARIO COLLEGE DIPLOMA, Computer Programming, Seneca Polytechnic

SEP 2021 – AUG 2023

BACHELOR OF ARTS, Criminology, Toronto Metropolitan University

SEP 2010 – APR 2015