# Christine Wen

613-818-9002 | c28wen@uwaterloo.ca | linkedin.com/in/cwen

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## SKILLS

- **Languages**: Excel VBA, Java, R, SQL, HTML, CSS, JavaScript, Python
- **Frameworks**: JUnit, Bootstrap
- **Technologies**: GitHub, Bitbucket, Confluence, JIRA, Jenkins, Salesforce, Oracle Discoverer

## WORK EXPERIENCE

**Business Systems Analyst**                                                                 Jan. 2021 – Apr. 2021
TD Securities

- Oversaw **30 code repositories** and troubleshooted build errors to prepare weekly software releases by communicating with **8 business and engineering groups**, and several stakeholders using **Bitbucket, Jenkins, and JIRA**
- Performed project management activities by facilitating weekly meetings and sprints with stakeholders to review existing delivery processes and updates relating to releases to address and mitigate any project bottlenecks
- Contributed to the scoping and estimation of project efforts, risk identification and mitigation measures by performing weekly regression testing and creating forecast models and reports to ensure release package contains no data discrepancies
- Created and edited **15 release documents** on **Confluence** outlining step-by-step instructions for weekly tasks to maintain a consistent and reliable software lifecycle

**Data Analyst**                                                                             Jun. 2020 – Aug. 2020
Rogers Communications

- **Created 5 databases** of wireless network site plans by coordinating with engineering teams for project tracking and general cost accounting using Oracle Discoverer, Noetix, and Salesforce
- Executed the change management and work orders of **800 sites** using Remedy and Gemini Software to regularly maintain the structure of wireless networks
- **Improved processing time of databases by 50%** by automating data using **VBA scripts** for continuous improvement based on stakeholder requirements

## PROJECTS

**Data Analyst**
Waterloo Light Rail Transit Project                                                          Sept. 2019 – Dec. 2019

- Used Excel to analyze **1000+ data points** collected on the Waterloo LRT to study commuter use by applying analytical techniques to design and improve methods and processes
- Proposed redesigned train schedules and layouts to increase efficiency of operation that improves waiting time by **20%**

**Project Manager**                                                                          Sept. 2019 – Dec. 2019
Decision Support Tool Project

- **Led a team of 5** to develop an Excel decision support tool for group projects using **VBA** and **Macros** to improve group scheduling, task delegation, and progress tracking to automate planning processes
- Executed weekly work reports, project plans, and status reports to effectively track the development of the tool

## EXTRACURRICULARS

**Public Relations Coordinator**                                                             Sept. 2019 – Present
Industry 4.0 Design Team

- Obtained **$1500** in sponsorships from local organizations by pitching the Industry 4.0 competition for high school students to learn about data analytics and operations research

**Engineering Student Ambassador**                                                           Sept. 2019 – Present
University of Waterloo

- Tutored 2 first-year Management Engineering courses to **over 100 students** and mentored students through weekly meetings

## EDUCATION

**University of Waterloo**                                                         Sept. 2019 – Expected Apr. 2024
Candidate for B.A.Sc. in Honours Management Engineering                                                3.7 GPA
**Relevant Courses:** Data Structures & Algorithms, Databases and Software Design, Probability & Statistics