

Henry Yim

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CAREER PROFILE

IT and web systems professional with experience in the City of Toronto. Skilled in **designing, implementing, and maintaining database-driven websites and intranet-style content**, with strong expertise in **Adobe Creative Suite (Dreamweaver, Acrobat, Photoshop)**, **web content management systems**, and **graphic design**. Proficient in **WCAG/AODA accessibility standards**, **SEO best practices**, and the **City of Toronto Corporate Identity Program**. Recognized for excellent stakeholder collaboration, requirement gathering, documentation, and communication skills, with the ability to manage multiple priorities in fast-paced environments.

TECHNICAL SKILLS

Programming: HTML, DHTML, CSS, JavaScript, ASP, C#, Python, Java

Web Content Management System: WordPress, GitHub

Graphic Design: Adobe Creative Suite (Dreamweaver, Acrobat, Photoshop), MS PowerPoint, Word, Excel

Accessibility & Standards: WCAG, AODA, City of Toronto Corporate Identity Program

Databases & Data Analysis: MySQL, Oracle SQL, MongoDB, Tableau

RELEVANT EXPERIENCE

Website Developer (Independent Projects)

Jan 2024 - Present

- Developed and maintained a [personal portfolio](#) to present web projects, design work and CMS publishing skills, demonstrating ability in intranet-style content design and updates and the ability to use **HTML**, **CSS**, and **JavaScript**
- Designed a logo, poster, webpage, and application form using **Photoshop**, **Dreamweaver**, and **Acrobat**, demonstrating the ability to use design software to perform image editing and graphic design
- [Community Info Board Website](#): Designed and deployed a full-stack, database-driven community information board enabling users to create, edit, delete, and view posts, demonstrating CMS-style functionality and content lifecycle management
- [OnlineShopping-Project](#): Built and deployed an interactive shopping website, showcasing knowledge of web application design, API application, and user experience optimization
- Applied SEO, accessibility, and web best practices on projects to ensure discoverability, compliance, and user-friendliness

Support Assistant C – WPESS City of Toronto

Mar 2025 – Present

- Provides excellent in-person customer services to over 130 clients average visits per day, demonstrating strong organization skills, multitasking ability, and excellent verbal communication skills, under minimal supervision and direction
- Supports caseworkers and supervisors by performing various administrative tasks, such as report writing and third-party checks, showing strong written communication skills
- Handles clients' confidential information with high degree of discretion, ensuring full compliance with privacy and data protection standards

IT Trainee – SWMS City of Toronto**May 2024 – Aug 2024**

- Supported the design and development of divisional procurement systems, including requirement gathering, and UAT on 500+ test cases
- Prepared written documentation and presentations, facilitating knowledge transfer and stakeholder communication
- Analyzed data from the Solid Waste Management Portal, recommending improvements that enhanced reporting efficiency
- Conducted research and formatted data governance catalogs, supporting divisional data management initiatives

OTHER WORK EXPERIENCE**Operational Officer – FIU – TD****Nov 2024 – Feb 2025**

- Conduct data discrepancies reviews on Electronic Funds Transfer Reports (EFTR) submission to FINTRAC
- Perform quality assurance on reports that are to be filed to FINTRAC
- Conduct workflow analysis and provide necessary advice according to the regulatory requirement as well as the system constraints, demonstrated in-depth knowledge on AML regulations and the system functionality

Ambulance Officer – Fire Services Department Hong Kong**Aug 2020 – Aug 2022**

- Managed depot operations including staff scheduling, HR planning, and ambulance usage reporting
- Coordinated multi-stakeholder process improvement projects, boosting operational efficiency
- Acted as Ambulance Supervisor, ensuring compliance with procedures and policies while leading front-line staff

EDUCATION**Software Engineering Technician Diploma – Centennial College****Sep 2022 – Dec 2023**

- Graduated with High Honors: 4.3/4.5

Bachelor of Social Sciences – The University of Hong Kong**Sep 2013 – Jul 2017**

- Major in Politics and Public Administration - Second Class Honours (Division One)