**Henry Yim**

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**CAREER PROFILE**

IT and web systems professional with hands-on experience supporting City of Toronto divisions. Skilled in **database-driven website development and maintenance**, **web content management**, **image editing** and **graphic design**. Proficient in requirement gathering, UAT, and documentation, with a strong ability to develop accessible, user-friendly, and standards-compliant web solutions. Adept in **Adobe Creative Suite, Microsoft Office, and CMS platforms**, with knowledge of **WCAG, AODA, SEO, and the City of Toronto Corporate Identity Program**. Recognized for strong stakeholder collaboration, problem-solving, and the ability to manage multiple priorities in high-pressure environments.

**TECHNICAL SKILLS**

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

**Graphic Design & Multimedia:** Adobe Creative Suite (Dreamweaver, Acrobat, Photoshop), Microsoft PowerPoint, Word and Excel

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

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

**RELEVANT WORK EXPERIENCE**

**Support Assistant C** – TESS City of Toronto Mar 2025 – Present

* Provides excellent in-person customer services to clients in one of the busiest and most fast-paced centers in Toronto with average over 130 clients 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, ranging from report writing to conducting third-party checks, showing attention to details and 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 systems, including requirement gathering, business analysis, 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

**RELEVANT PROJECT EXPERIENCE**

**Website Developer and Data Analyst (Independent Projects)**  Jun 2024 - Present

* Community Info Board Website ([communityinfo.onrender.com](https://communityinfo.onrender.com?utm_source=chatgpt.com)): 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](https://shopping-project-gold.vercel.app)**:** Built and deployed an **interactive shopping website** (React, Node.js, MongoDB), showcasing knowledge of full-stack application design, database integration, and user experience optimization
* **Portfolio Website:** Developed and maintained a **personal portfolio** ([chunhin-profile.netlify.app](https://chunhin-profile.netlify.app/project?utm_source=chatgpt.com" \t "_new)) to present web projects and CMS publishing skills, demonstrating capability in intranet-style content design and updates
* Applied **SEO, accessibility, and web best practices** across all projects to ensure discoverability, compliance, and user-friendliness

**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 energy 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)