

Projects

One of six founding members of Zense (2018 – 2019).

Built an IoT start-up enabling the safety of seniors with Alzheimer's/Dementia, using a passive hazard detection system. Won seed funding from 1st place award in the UBC Innovation on Board start-up competition, and RBC's Get Seeded pitch competition. Project is on hiatus due to the team pursuing other professional interests.

Led UBC BizTech's Mentorship program (2015 – 2017).

Recruited professionals in tech industry to mentor select UBC technology students. Scaled the program from 32 to 74 total members. Managed a team of 2 peers to run 3 program events and new program initiatives. Exceeded KPIs, commended as UBC Biztech's "best rated program".

Skills

Python – has experience programming in Python to script and automate actions, collect data, and perform basic data analysis

R – has experience programming in R for statistical analysis, including predictive and prescriptive analytics.

SQL – experienced with creating & querying databases with advanced SQL functions, including nesting and table joins. Has used BigQuery to run SQL on large datasets

Data Visualization – experienced with advanced data visualization tools in Tableau such as time series and trend prediction.

Experiences

Technical Support Analyst - (May 2019 – Present) Visier – Vancouver, BC

Visier is the market leader in Workforce Analytics, providing advanced HR data analytics with a powerful enterprise SAAS application to over 5000 customers

- Performs data investigations for Visier customers to ensure data flows through the data loading process as expected. Investigates and resolves data issues stemming from various points in the data loading pipeline, including in raw data files, business/data rules applying to the data, and application/configuration level issues affecting data
- Use tools such as Excel, Notepad++, command line, and internal debugging apps
- Supports Visier's customers with tasks such as Single Sign-on and SFTP integration, replicating and troubleshooting application defects, assessing and collecting requirements for customer-driven enhancement requests
- Overall acts as a product expert to resolve customer issues and drive customer requests

Junior IT Support Analyst - (Feb 2018 – April 2019) UBC Department of Psychology – Vancouver, BC

UBC's Department of Psychology is consistently Canada's top-ranked school of Psychology and is a world leader in research and scholarship.

- Provided IT helpdesk support, troubleshooting networking issues, user access issues, and hardware/software issues in Mac, Windows, and Linux environments
- Showcased ability to collect information from users, knowledgebases, and external resources to solve problems under time and resource constraints

Junior Business Analyst (Co-op) – (May 2018 – Aug 2018) Vancouver Coastal Health CST Project – Vancouver, BC

VCH's Clinical Systems Transformation project is the largest technology project in B.C. government history, transitioning BC's healthcare processes from paper and pencil to electronic databases

- Assessed and provisioned users' access to Vancouver Coastal Health's new clinical systems. Maintained VCH's user database to ensure IT security and data integrity

New Business Coordinator (Co-op) – (Jan 2017 – Jan 2018) Appnovation Technologies – Vancouver, BC

Appnovation Technologies is an award-winning technology professional services firm -- a global leader in delivering open source technology solutions.

- Acted as a general resource to enable new business acquisition
- Performed administrative tasks, helped curate RFP responses, and worked directly with VP Sales to create client presentations

Education

Bachelors of Commerce – Business Technology Management – (2015 – 2019) Sauder School of Business, University of British Columbia

Graduated with Honors and Chancellor's Scholar designation

- Relevant courses: Management Information Systems (84%), Business Telecommunications (85%), Computation & Programming (82%), Database Technology (88%), CIO Strategies (88%), Info System Design (82%)