

**Yi-Hong Wu**  
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## PROFILE

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- Double masters with Master of Computer Science and Master of Business Administration
- Proficiency in Python, SQL, and C
- Bilingual in Mandarin and English
- Experience in fast paced environment, problem solving, teamwork, leadership, and banking.

## Education

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**Master of Computer Science**, University of Alabama at Birmingham, AL Expected graduation Dec 2022  
▪ Relevant courses: Matrix Algorithm for data science, Database Application Development, Foundation of Data Science, Cyber Risk management.

**Master of Business Administration**, University of Alabama at Birmingham, AL April 2018  
▪ Concentration: Health Service

**Economics**, National Cheng Kung University, Tainan, Taiwan July 2011

## Employment Experience

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**Managing assistant** (01/2019 – 08/2019)

GD Copper USA, Pine Hill, AL

- Interpret/Translate documents from English and Chinese Mandarin and reported to the headquarter.
- Compiled company operating related data for the management.
- Ensured understanding and satisfaction as a Customer Service coordinator.

**World Service** (02/2016 - 05/2016)

American Express, Taipei, Taiwan

- Handled changes in politics or renewals.
- Greeted customers warmly and Resolved customer complaints via phone, email, or mail.
- Acted as the company gatekeeper to satisfy customers' needs.

**Bank Teller** (12/2014 - 12/2015)

Sunny Bank, Taipei, Taiwan

- Focused on customer service: quickly and effectively solved customer challenges while helping them find the right solutions for their banking needs.
- Ensured compliance with banking policies and audit procedures, maintained and balanced cash drawers on a daily basis.
- Consistently provided outstanding customer service and whenever possible promote other bank services & products and find opportunity for sales referrals.

**Account Officer** (01/2013 - 03/2014)

Sinopac Bank, Chiayi, Taiwan

- Listened to customer needs and preferences to provide accurate advice.
- Detail-oriented and diligent- through in collecting borrower information, verifying loan document and reviewing file documentation to guide each loans from preapproval to closing.
- Delivered informational sales presentations to potential investors to build symbiotic client relationships.

## Leadership

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**Corporal** (12/2011 - 12/2012)

Taiwanese military, Tainan, Chiayi

- Managed financial operations, accounting close, account reporting and reconciliations
- Received, recorded, and banked cash, checks, and vouchers as well as reconciled records of bank transactions
- Leadership: Responsible for emergency planning and response, organized and took care of group members