

PROFESSIONAL SKILL SET

- Experience working with **programming, scripting** and **database management languages** (SQL, PHP, R, HTML, and CSS) as well as **simulation modelling** (Excel and Arena)
- Practice **analyzing trends**, creative reporting, and **presenting actionable data-driven insights** at a company-wide meeting as a Business Operations Analyst at FISPAN
- Strong **attention to detail, critical thinking** and **presentation skills** developed from training as an Operations Management Case Competitor in JDC West

EDUCATION

Bachelor of Business Administration (Honours)

Sep 2014 – Apr 2020

Beedie School of Business at Simon Fraser University (SFU)

- Concentration: Management Information Systems and Operations
- Completing coursework in the Business Analytics and Decision Making (BADM) Certification
- CGPA 3.64/4.33

Yonsei School of Business (Study Exchange)

Feb 2019 – Jun 2019

Yonsei University, South Korea

PROFESSIONAL EXPERIENCE

Business Operations Analyst (Co-op) | FISPAN

Aug 2019 – Dec 2019

FinTech startup which designs, builds and maintains connections between banks and ERPs through APIs

- Created analytics dashboard pilot on Amazon Web Services (AWS) using PostgreSQL by understanding reporting needs, collecting requirements and designing database for the department to automate reporting and promote data driven decision making
- Managed agile development of a new product offering by liaising with internal business and development teams and external end-users
- Analyzed key partnerships to identify bottlenecks and propose scalable internal processes through process redesign and automation to create efficiencies
- Created company policies to achieve compliance with SOC 2 Type 2 and ISO 27002
- Resolved end user technical issues regarding ERPs and products with problem solving skills

Audit & Accounting Associate (Co-op) | BDO Canada LLP

Jan 2018 – May 2018

The fifth largest professional services network globally

- Used Excel and IDEA to analyze raw financial data and ensure data integrity
- Worked with teams to complete the year end audits on public and private clients during busy season
- Independently carried out compilation engagements to prepare client financial statements

Teaching Assistant | Simon Fraser University

Sep 2016 – Apr 2020

For Business Technology Management, Financial Accounting & Project Management classes over 6 semesters

- Teach students various technical and non-technical skills, such as features of Microsoft Office applications (Word, Excel, PowerPoint, Access and Visio) and presentation skills
- Provide constructive feedback on written assignments and presentations for over 350 students

Research Assistant – ICT Standard Setting | Simon Fraser University

Sep 2017 – Dec 2017

Study investigating relationship of the time to patent pool formation and the heterogeneity of firms in Information and Communications Technology (ICT)

- Utilized Stata to support analysis and decision making by identifying, analyzing and effectively reporting relevant information

Member Services Associate | Studentcare/ASEQ

Sep 2018 – Feb 2019

Plan administrator for student extended health and dental benefits

- Used Sage Customer Relationship Management (CRM) system to document student interactions
- Liaised with the insurance company and internal staff to resolve complex cases

VOLUNTEER EXPERIENCE

Project Manager | Enactus SFU – Media Minds Program

Apr 2016 – Jun 2017

Internal Manager | Enactus SFU – Media Minds Program

Jun 2015 – Jun 2016

Non-profit student club using entrepreneurship for community initiatives

Director of Volunteer Management | SFU BASS – FROSH

Apr 2017 – Oct 2017

Four-day event over two weeks to help transition first-year students to university

Mentor | SFU BASS – Business Mentorship Program

Jul 2017 – Jan 2018

One-on-one student mentorship program for first-year students

Project Manager | SFU – 25toLife

Sep 2017 – Dec 2017

Organizes and executes events that fundraise for the Canadian Cancer Society (CCS)

AWARDS

Competitions

JDC West 2019 – Operations Management Case Competitor (2nd place)
SFU Surrey Central City Community Engagement Competition 2016 (1st place)

Scholarships & Bursaries

One World Scholarship – Irving K. Barber British Columbia Scholarship Society
Beedie School of Business Study Abroad Award
SFU Foreign Exchange Bursary

INTERESTS

Dance

Competitively danced in styles including ballet, tap, jazz and acrobatics for over 10 years

Yoga

Enjoy joining hot yoga flow, modo and fitness classes

Volleyball

Attend drop in sessions for casual games and skill building