

Deying (Johnson) Liu

Toronto, ON | (647)985-8998 | johnsonliu0131@gmail.com

HIGHLIGHT OF QUALIFICATIONS

- Detail-oriented, strong communication skills, and adept at working in fast-paced environments
- Deep understanding of banking products and services which provides strong client view analysis skills
- **Technical Skills:** Microsoft Office Suite (Excel, Word, Outlook), SQL, SAS, R, Python

EMPLOYMENT EXPERIENCE

Sharetea

Supervisor

Toronto, ON

Jun 2019 - May 2021

- Managed monthly budget \$10K+, validated inventories and forecasted replenishment ensuring no overspend, and analyzed periodic sales against previous averages and reported to manager
- Reconciled records on system with 100+ daily card transaction receipts, decreasing potential incidents through mismatches comparison and historical data analysis
- Trained 10+ new staff and coordinated weekly schedules, promoting internal collaboration
- Enhanced customer service satisfaction by handled sundry situations with ever-changing priorities

CIBC

Senior Financial Services Representative

Toronto, ON

Jul 2018 - Nov 2018

- Promoted based on client-first attitude, diligence to perfection, and self-motivation in all previous work
- Reduced \$200K+ loss by proactively identifying risks from clients and collaborating with other internal departments
- Settled clients' needs and customized appropriate financial plans that facilitated their management of debt and investment and enhanced their satisfaction
- Familiarized 6+ internal tools, such as online salesforce and Microsoft Dynamic CRM system, in order to increase meeting efficiency

CIBC

Financial Services Representative

Toronto, ON

Nov 2016 - Jul 2018

- Developed and implemented a periodic plan that resulted in 20+ new clients weekly and a 50% increase in money-in target yearly
- Effectively communicated with clients and provided financial education and solutions via various analysis methodologies in order to achieve their short-term and long-term goals
- Reviewed and reconciled debt and credit accounts on a daily basis, minimizing potential loss to 0

ACADEMIC PROJECTS

Homemade Factorial Experiment

- Cooperated with a team of 3 and conducted a project report based on data collect and analysis from a 2^k factorial experiment
- Using R statistically calculated main and interaction effects, replicated with randomized data and interpreted visual statistical representation

EDUCATION

University of Toronto, Department of Art & Science

Honours Bachelor of Science, Economics and Statistics Double Majors

Toronto, ON

Sep 2010 - May 2015

Industry Certifications and Courses

Canadian Securities Institute – Canadian Securities Course (CSC)

Toronto, ON

May 2016

SAS – SAS Certified Specialist: Base Programming

Apr 2021

SAS – SAS Certified Professional: Advanced Programming

May 2021