

Ellie Hyemin Yang

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[ellie-hyemin-yang.github.io](https://github.com/ellie-hyemin-yang)

Personal Summary

Self-taught entry-level programmer with an English major background. Always looking for opportunities to improve myself with new technologies. Now looking forward to becoming a significant contribution to a company that offers a genuine opportunity for progression.

Work Experience

CUSTOMER SERVICE REPRESENTATIVE | LAWYERDONEYDEAL | SEPTEMBER 2019 TO AUGUST 2020

- Administered day to day support of clients, diligently and faithfully devoting the whole working time to the achievement of the company's goal of sincerely supporting the clients. Also, performed different kinds of testing that were required within the company to assist with the improvement of company software.

DUTIES:

- Resolved initial telephone inquiries and client issues in a timely manner
- Administered documentation by assisting clients with document creation
- Advised the programmers of the current ongoing issue by documenting all support tickets on the ticketing system for enhancements/bug fixes to ensure customer satisfaction
- Demonstrated features and benefits of the company's web-based products for client's adaptation
- Expedited software testing and document testing to boost update for the clients

LEGAL ASSISTANT | CSP LAW GROUP | DECEMBER 2018 TO AUGUST 2019

Executed general legal administrative and secretarial support of the three partner lawyers and two law clerks. Coordinated correspondence with the clients on behalf of the lawyers to help them communicate beyond the language barrier. Also, regulated communication with various agents to obtain legal documents for daily closings.

DUTIES:

- Administered distribution of phone calls, time-sensitive emails, mails and faxes to the right individuals
- Coordinated client sign-ups and meetings by corresponding with clients via email or phone calls on behalf of the lawyers and law clerks to maximize their work performance
- Accelerated the work pace of the lawyers by accurately opening electronic and hard copy files via file log and Conveyancer and following up on pre-construction files using LDD or convey
- Produced letters or fax transmissions to follow up with past undertakings
- Established a bridge between the lawyers and clients by translating verbally and documents from Korean to English
- Trained and supervised new staff members

- Managed request for payout statements, insurance binders, tax certificates, and conducted a property tax lookup
- Fulfilled closings of more than 5 deals per day using PCLAW (producing cheques, managing Trust and General accounts) and making daily bank runs for deposits and certifications of cheques
- Organized the office space by managing past files by filing and scanning and coordinating office supplies

Key Skills

- CSS3, HTML5, Python, JavaScript, Shell Script, Microsoft Office

Education

HONOURS BACHELOR OF ARTS AND SCIENCE | APRIL 2018 | UNIVERSITY OF TORONTO

- Major: English and Classics Civilization

Certification

LINUX ADMINISTRATOR SUPPORT PROGRAM CERTIFICATE | IN PROGRESS | GEORGE BROWN COLLEGE

PROGRAMMING FOR EVERYBODY | MAY 2020 | COURSERA

- Credential ID: LTA3YTBER5NN

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