

Ellie Hyemin Yang

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

Personal Summary

Self-taught entry-level IT professional with 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

IT ANALYST | TD BANK | OCTOBER 2021 TO PRESENT

DUTIES:

- Provided day to day L2 support for 110+ applications
- Server support and incident support for multiple TD applications and customers
- Assisted with implementing changes to TD's growing technological infrastructure
- Gathered and analyzed logs to determine the root cause of multiple incidents
- Trained and supervised a new hire

CUSTOMER SERVICE REPRESENTATIVE | LAWYERDONEYDEAL | SEPTEMBER 2019 TO AUGUST 2020

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

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

- Shell Script, CSS3, HTML5, Python, JavaScript, 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 | JANUARY 2022 | GEORGE BROWN COLLEGE

- Certificate Number: 02145899-01-FQJW

PROGRAMMING FOR EVERYBODY | MAY 2020 | COURSERA

- Credential ID: LTA3YTBER5NN