Frank Hsu

1258 21st Avenue (408) 667-8688

San Francisco, CA 94122 FrankH0820@gmail.com

**Key** Ability to multi-task in a client-oriented environment

**Skills** Bilingual in Mandarin Chinese with strong verbal and written communication skills

Highly detail oriented with excellent analytical skills

Knowledge of financial planning and investments

Superior customer service skills with respect for client confidentiality

**Computer** Microsoft Office Suite: Word, Excel, PowerPoint, Outlook,

**Proficiency** HTML5, CSS, JavaScript, JQuery.

**Employment**

**History Data Analyst/ Maps POI Editor October 2014 to November 2015**

Apple, Inc. (Contracted through Adecco) Cupertino, CA

* Supervised and provided support to peer editors.
* Composed polices regarding how to process advanced POIs.

**Lock Desk Specialist / Secondary Analyst III May 2011 to September 2013**

Opes Advisors, Inc. Pleasanton, CA

* Accurately and efficiently entered loan information required for locking, relocking, modifying, and extending mortgage commitments
* Generated and distributed daily rate sheets and maintained its templates
* Monitored Mortgage-Backed Securities (MBS) market movements and locked loans at appropriate timing
* Produced and interpreted daily and weekly production analysis and dashboard reports to management team
* Provided professional advice to loan agents with scenario questions via phone and emails

**Financial Representative January 2009 to January 2011**

AIG Financial Network Daly City, CA

* + - * Designed long-term financial and insurance plans for clients using a consultative sales approach based on their individual needs and goals
      * Identified and qualified sales leads generated from cold-calling, leads database, marketing, networking, and referrals
      * Managed appointments and meeting with prospective and existing clients, as well as business owners, to discuss products that match their evolving needs and/or market changes

**Education Bachelor of Arts in Economics September 2009**

University of California Davis, CA