

# Heejeong Cho

Personal Banking Associate and Health Data Research Enthusiast

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## EXPERIENCE

### TD CANADA TRUST | PERSONAL BANKING ASSOCIATE

Jun 2019 – Current | Toronto, ON

- Provided accurate financial advice on personal banking products to clients by thoroughly assessing their financial needs and circumstances.
- Demonstrated strong financial acumen by resolving complex fraud cases; diligently prevented numerous attempts of fraudulent account openings and high-risk financial transactions (holds no record of financial loss up to date).
- Delivered expertise in estate banking policies and procedures by managing cases with complex will documents.
- Supervised over 10 CEA employees with transaction involving 45,000+ CAD on average.

### BMO BANK OF MONTREAL | SR. CUSTOMER SERVICE REPRESENTATIVE

Feb 2017 – May 2019 | Oakville, ON

- Provided expertise advice in personal banking product knowledge with up to date information; exceeded assigned YTD scorecard on both sales revenue and referrals (over 110 percent on average).
- Assisted clients on implementing digital banking tools, and educated customers on features that provides protection against financial cyber crimes.
- Mitigated KYC/AML compliance risks by thoroughly assessing customer information and transaction history using FATF regulations (Financial Action Task Force).

## PROJECTS

### CLINICAL NEUROSCIENCE MCMASTER ENGAGE PROJECT | CO-FOUNDER

2015

- Conducted an innovative project based on brain health, integrated with business to initiate contributions to community; created the theme for the project on neo-paleo diet and brain health.
- Collaborated with a neurologist to ensure the validity of the project proposal; partnered with a local registered dietitian to create neo-paleo based meal recipes.
- Recruited a software engineering student within the institution, and launched an app (in both iOS and Android) that contains practical recipes and meal planning calendar. A public page was created on Facebook under the name MAC G.O.T (Get on Track), and it allows access to all the detailed information pertaining to this project.

## VOLUNTEER

### VANCOUVER GENERAL HOSPITAL | ICU VOLUNTEER

2011-2012

- Guided patient family members/legal guardians to the ICU for patient visit; provided communication support between healthcare professionals and patient's immediate family members during patient operation; was in charge of reconstructing the existing ICU map.

## SKILLS

### PROGRAMMING

Proficient:

R

Familiar:

Python • LaTeX • SQL

### TOOLS/PLATFORMS

Git • Docker

## EDUCATION

### MCMASTER UNIVERSITY

HONOURS BACHELORS OF LIFE SCIENCES

2010-2015 | Hamilton, ON

## COURSEWORK

### UNDERGRADUATE

Critical Appraisal Med Lit

HTHSCI 3G03

Statistics & Epidemiology 1

HTHSCI 2G03

Statistical Methods: Science

STATS 2B03

Linear Algebra 1 MATH 1B03

Foundations of Data Science

HTHSCI 1M03

Intro: Math Sci Computation

MATH 1MP3

## AWARDS

### UNDERGRADUATE

• McMaster Entrance Scholarship Award