

Heewon Oh

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Profile

- Recent SFU Economics Graduate with Quantitative focus
- Enrolled in CFA (Chartered Financial Analyst) Program and currently completing CSC.
- Over 5 years proven individual sales and KPI-record paired with practiced coaching and training skills to improve team performance and customer retention/satisfaction.
- Versatile and adept in fast-paced and evolving environments.
- Experienced in R for data processing, modelling, and analysis.
- Experienced in Microsoft Suite and GitHub.

Skills & Abilities

DATA ANALYSIS (SEE PROJECT PORTFOLIO)

- Experience in R for data processing, modelling, and analysis.
- Experience creating class objects and packages, vignettes, and generating manuals in R/RStudio.
- Experience in predictive analysis and hypothesis testing
- Experience in quantitative research methodology.
- Experience with version control and collaborating with GitHub.

SALES

- Over 5 years of direct experience in client-facing and multichannel sales and customer service.

COMMUNICATION

- Effective in both verbal and written communication in-person, and via email and calls.

PERFORMANCE-TARGETTING

- Works well in meeting KPIs/performance targets under pressure.

Work Experience

SALES REPRESENTATIVE | CANADA COMPUTERS & ELECTRONICS | 2017 – 2020

- Responsible for reaching target KPIs for sales and services through multichannel offerings (via in-person, email, phone)
- Helped train new associates in sales and service techniques.

SENIOR SALES REPRESENTATIVE | NCIX | 2016 - 2017

- Provided multichannel service to clients on product and service offerings to meet KPIs and customer satisfaction ratings.
- Conducted and followed-up on product purchasing and dropships from suppliers ensuring punctual service.

SALES ASSOCIATE | BESTBUY | 2015-2016

- Provided information about promotions, customer programs and products, helping drive high customer retention in the Connected Solutions Department.
- Alleviated guest concerns through conflict-resolution methods to maintain high guest satisfaction rates.

Education

BACHELOR OF ARTS IN ECONOMICS | 2018-2022 | SIMON FRASER UNIVERSITY

- Concentration in Economic Data Analysis
- Minor in Statistics

GENERAL STUDIES | 2017-2018 | LANGARA COLLEGE

HIGHSCHOOL DIPLOMA | 2010-2015 | NORTH SURREY SECONDARY

Project Portfolio

EXAMPLES OF R PROJECTS COMPLETED

LINK TO GITHUB REPOSITORY:

[HTTPS://GITHUB.COM/HEEWONOH/PORTFOLIO](https://github.com/HEEWONOH/PORTFOLIO)

CONTENTS

- Mars algorithm group project
- Time-Series Analysis report
- Advanced econometrics research paper
- Various multivariate analysis method assignments
- Final Project in Social Data Science Course
- Data Visualization Final Assignment

Certificates

CFA CANDIDATE -LEVEL 1 EXAM IN MAY 2022

CSC CANDIDATE -EXPECTED COMPLETION MAY 2022

DELPH A2 FRENCH CERTIFICATE-2014

References

- Both work and academic references available upon request