

## EDUCATION

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<b>Boston University</b> – Boston, MA	Sept 2017 – May 2019
B.A in Economics	
Relevant Coursework: Econometrics, Game Theory, Data Structures, Database Systems, Machine Learning	
<b>Clark University</b> – Worcester, MA	Aug 2015 – May 2017

## EXPERIENCE

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<b>Better Mortgage</b> – New York, NY	Nov 2019 – Present
<i>Customer Experience Associate</i>	
<ul style="list-style-type: none"><li>Engage with incoming customer inquiries via phone, email, and chat regarding complex questions about the mortgage process.</li><li>Work with Loan Consultants to build a pipeline of customers.</li><li>Guide pre-approved borrowers through the initial application process and home buying experience.</li><li>Maximize conversion of leads and utilize dynamic loan platform to qualify potential customers.</li><li>Strengthen Ally partnership by maintaining SLA and overseeing Ally specific applications.</li><li>Collaborate with cross-functional teams as a Product Liaison to workshop potential features and process solutions to internal and borrower pain points.</li></ul>	
<b>Red Bull</b> – Boston, MA	Sept 2018 – Aug 2019
<i>Student Marketing Representative</i>	
<ul style="list-style-type: none"><li>Performed market research to determine area events for product distribution.</li><li>Cold call/email targeted organizations to go on site to raise product awareness.</li><li>Supported on and off premise sales through marketing events.</li><li>Reported sampling statistics and consumer feedback to manager via online database.</li><li>Strategized projects to target potential new consumers.</li></ul>	
<b>Aramark Corporation</b> – Boston, MA	Feb 2018 – May 2018
<i>Administrative Assistant</i>	
<ul style="list-style-type: none"><li>Managed administrative tasks including ordering, data entry, and filing.</li><li>Compiled, reviewed, and uploaded invoices for the accounting department via specific corporate software.</li></ul>	
<b>New York Red Bulls</b> – Harrison, NJ	July 2016 – Aug 2016
<i>Marketing Intern</i>	
<ul style="list-style-type: none"><li>Partnered with Brand Manager of the New York Red Bulls in planning multiple marketing campaigns, including welcoming email series and membership renewal campaigns.</li><li>Conducted day-to-day tasks such as game day preparations and management of items in the online Marketplace.</li><li>Maintained marketing email campaigns with technology platform, salesforce, HTML and CSS.</li></ul>	

## SKILLS

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**Programming Languages/Other:** Microsoft Office (Excel, PowerPoint, Word), Python, Java, HTML, CSS, salesforce, GitHub  
**Languages:** English (Native), Korean (Native)

## PERSONAL

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Boston University Analytics Club (VP of Marketing)	Feb 2018 – May 2019
Delta Tau Delta Fraternity	Sept 2017 – May 2019
Clark University Men's Soccer Athlete	Aug 2015 – May 2017