

## EDUCATION

**University of Toronto** | Sep. 2018 - May 2023 | CGPA: 3.79/4.00

B.A.Sc in Industrial Engineering, Human Factors Stream, Minor in Business | 2nd Year

### Awards

BC Excellence Award, Governor General's Academic Bronze Medal, Dean's Merit Award, Fairfax Financial Award for two consecutive years, Dean's Honour List for two consecutive semesters

## WORK EXPERIENCE

**RBC, Toronto, ON** - Business Analyst - *eDelivery Team* | Jun. 2020 - Aug. 2020

- Performed current-state analysis on documents and identified any gaps and differences between similar documents in order to pinpoint which documents could be merged
- Proposed a more efficient method to perform the above current-state analysis
- Analyzed the eDelivery team's Go-To-Market process and consolidated resources into a presentation for senior management that included insights on how this process could be applied to product launches or campaigns outside of eDelivery
- Organized and filtered > 350,000 lines of Excel data regarding client billing statements such that the necessary persons would be notified of any required changes to their respective billing statement information. As a result, was able to reduce the number of potential people to be contacted by over 95%

**RBC, Toronto, ON** - Business Analyst - *Agile Infrastructure Program* | Jan. 2020 - Apr. 2020

- Created high-level Visio flows in order to easily compare current and proposed processes so that any inefficiencies could be easily determined
- Created a 'first 30 days' checklist that included detailed action items in order to improve the onboarding experience for new hires
- Delivered weekly Excel reports on active personal devices within the bank to executives
- Aided with the planning and logistics for large scale (150+ people) Agile team planning and training events

**Tanvas - Engineering Strategies and Practices** - Project Team Leader | Sept. 2018 - Dec. 2018

- Led a team of 5 members in planning and designing the implementation of Tanvas' haptic technology within a navigation application in order to aid the visually impaired
- Defined the project scope and documented project requirements, analyzed the service environment, and defined stakeholder needs
- Organized team meetings, planned detailed agendas, and assigned roles and responsibilities within the team
- Acted as a bridge for communication between the team and TA

## EXTRACURRICULARS

**Skule Nite** - *Cast Member* | Nov. 2020 - present

- Sing, act, and dance in UofT Engineering's historic sketch comedy and musical revue

**Industrial Engineering Mentor** | Sep. 2020 - present

- Help first-year industrial engineering students transition to university life by answering questions related to academics, social life, and more

**Skule Stageband Gold** - *Trumpet* | Sep. 2019 - present

- Perform at multiple large scale events as well as around the community

**Speech Arts and Drama** - *RCM Level 10 Certified* | 2007 - Aug. 2018

- Performed speeches, poems, prose, and dramatic scenes for audiences
- Performed at Carnegie Hall in 2017

## SKILLS AND INTERESTS

**Languages:** English (Fluent), Mandarin (Professional Working Proficiency)

**Technical:** C, C++, MATLAB, Microsoft Office, beginner in HTML, CSS, and SQL

**Interests and Hobbies:** Playing piano (ARCT certified), public speaking and performance, photography, and running