

EDUCATION

University of Toronto | Sep. 2018 - May 2023 | CGPA: 3.81/4.00

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