

Nicholas Chin

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Burlington, MA 01803

EDUCATION

Villanova University, Villanova, PA

Villanova School of Business

May 2018

Majors: MIS and Computer Science / Minor: Business Analytics

Magna Cum Laude, Dean's List – GPA 3.78

2014-2018

WORK EXPERIENCE

Oracle

2018-Present

Cloud Customer Success Manager - Burlington, MA

- Assisted around 30-40 SMB customers at a time throughout their lifecycles
 - Worked with account teams including Sales Reps and Sales Consultants
 - Onboarded new customers who were unfamiliar with the cloud
 - Advocated internally and escalated for customers running into issues
 - Encouraged expansions into new use cases and renewals when contracts were expiring
 - Engaged customers in reference program
 - Migrated customers off of Gen 1 cloud
- Involved myself with internal Solution Engineer projects
 - Reverse Engineering - Used Terraform to recreate a currently existing cloud environment
 - Thousand Monkeys - Load testing on Autonomous Transaction Processing database
 - Video Game Project - Assisted in coding minigames used in a monthly hub meeting
- Leadership Opportunities
 - True Colors personality test for team building exercise
 - Coordinate Solution Engineer specialist trainings for Networking and Docker/Kubernetes

Malayan Banking Berhad

Summer 2017 and 2018

Compliance Department – New York, NY

- Conducted extensive research to obtain customers' beneficial owners, per FinCEN regulation
- Improved upon an existing presentation for subsequent delivery to the Board of Directors
- Compiled compliance department documents and tracked branch documents provided for upcoming internal audit examination
- Updated country risk ratings for further inclusion into local Compliance system and critical documents based on Head Office's requirements
- Assisted in updating the Compliance Program for reporting to Head Office
- Organized compliance regulations in Excel for further information gathering and reporting
- Assisted Compliance team with various other tasks (i.e. updating Customer Profile Risk Assessments, creating an introductory presentation for future interns, organizing files, etc.)
- Learned about proprietary systems used to check for OFAC sanctions
- Assisted in developing and improving an anti-money laundering risk assessment in Excel using VBA

PRO Unlimited

Summer 2016

Goldman Sachs Asset Management Tax Department – Jersey City, NJ

- Provided written and verbal responses to notices from state taxing authorities for hundreds of Goldman Sachs Asset Management entities
- Attended various required compliance training courses in the Financial Services industry

LEADERSHIP EXPERIENCE

- Chinese Culture Society – Secretary 2015-2016

AWARDS/ACTIVITIES

- Awarded as #1 Team for Marketing Bloomberg L.P.'s New Unique Identification Number, "FIGI" Fall 2015
- Data Mining Competition, 5th place Fall 2015
- The National Society of Collegiate Scholars 2014-2018
- Business Analytics Society 2014-2018
- MIS Society 2014-2018
- Video Game Development Club (Design Team) 2016
- Villanova Day of Service, Volunteer 2014-2015

SKILLS

Certifications in: Oracle Cloud Infrastructure, Oracle Cloud Platform Data Management, Oracle Cloud Platform Application Integration, Oracle Autonomous Database Cloud

Proficient in: Microsoft Word, Power Point, Excel, Sharepoint, Tableau, Qlikview, Java, C, JMP Pro 13

Knowledge of: Python, VBA, Prolog (AI), Weka (Machine Learning), Microsoft Access, Visio, HTML, Javascript, CSS, MySQL, SAP ECC 6.0, Bloomberg Terminal