





PAK SIN (he/him)

Client Relations Manager

 (416) 518 - 9511
 sinpakyin@gmail.com
 paksin.github.io/
 [pak-sin](https://www.linkedin.com/in/pak-sin)

Skills and Qualities

- Attention to Detail
- Problem Solving
- Time Management
- Communication
- Multi-Tasking
- Team Player
- Trilingual
- Microsoft Suite
- Python
- SQL
- GraphQL
- React.JS

Experience

Client Relations Manager, PBD Wealth Management

Aug 2023 - Present

- Assisted advisors in the development and implementation of comprehensive financial plans for clients, including retirement projections and insurance analysis
- Coordinated implementation and testing for new digital solutions for investment clients and business solutions from vendors
- Provided support and innovative solutions to help partners to adapt to new industry tools

Freelance Frontend Developer, Jasmine AI

Apr 2023 - Feb 2024

- Developed modular and maintainable code using modern web development frameworks such as Tailwind CSS and React
- Collaborated with product designers and stakeholders to implement responsive and visually appealing user interfaces
- Worked closely with back-end developers to integrate user-facing elements with server-side logic





Direct Investing Representative, TD Wealth

Oct 2021 - Aug 2022

- Performed client instructions in accordance with industry and TD Direct Investing trading policy
- Deliver accurate, timely information on market activity and developments, company products and services and customer account information
- Proactively identify and adapt to the needs of the customer and offer creative solutions by learning about TD Direct Investing products and services and their applicability to customer/market situations

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Team Leader for Business Improvements, TD Canada Trust

Jun 2020 - Oct 2021

- Collaborated with stakeholders to identify areas for business improvement, including Business Processes and Client Experience
- Developed custom solutions based on user stories and feedbacks from Clients and Colleagues
- Report findings to different business pillars for implementation and testing

Trilingual EasyLine Specialist, TD Canada Trust

Mar 2020 - Oct 2021

- Advised and addressed customers' day-to-day banking needs in English, Cantonese, and Mandarin
- Responsible for providing exceptional customer experience and resolving customer concerns
- Provided technical support for Online Banking and the TD App

Research Assistant Intern, Centre for Addiction and Mental Health

Jan 2017 - Aug 2017

- Duties include database maintenance, organizing and analyzing research data using Microsoft Access and Excel
- Responsible for assisting Dr. Anne Bassett and other researchers in clinical genetic research studies
- Conducted behavioral and functional testing of patients

Education

University of Toronto

Sep - Nov 2022

School of Continuing Studies,
Full Stack Web Development Program

University of Waterloo

2015 - 2019

Bachelor of Mathematics,
Mathematics and Business Administration, Honours

Certification

CFA Level 1

Jul 2021

Canadian Securities Course

Sep 2020

Conduct and Practices Handbook

Dec 2021