

## Reginald Edward

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### Cyber Security Analyst

Adept at implementing robust security measures to safeguard digital assets and ensure compliance with industry standards. Passionate about staying updated with emerging cyber threats and technologies to proactively mitigate risks.

### KNOWLEDGE AND SKILLS

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- Distinguished customer service skills as demonstrated by customer feedback
- Thorough knowledge of various products and services offered by financial institutions
- Experienced in Personal Finance and Personal Investment along with Family Budgeting
- Strong written and verbal communication skills
- Ability to work independently in a dynamic and diversified team in a fast-paced environment
- Quick learner who adapts to new changes and works well under pressure
- Microsoft Office, TurboTax, and DT Max software

### EDUCATION

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#### Seneca College (Toronto, ON)

Computer Programming and Analysis Diploma

Expected Graduation June 2024

#### York University (Toronto, ON)

Bachelor of Commerce, Accounting

June 2022

### PROFESSIONAL EXPERIENCE

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#### Financial Advisor/Personal Banker – TD, (Toronto, ON)

November 2022 – January 2023

- Delivered exceptional customer service by actively listening to clients' financial goals and concerns, demonstrating a deep understanding of their individual needs
- Advised clients on various investment options, focusing on mutual funds and investment strategies tailored to their financial goals and risk tolerance
- Conducted comprehensive financial assessments for clients to determine their current financial status, investment objectives, and long-term aspirations
- Stayed up-to-date with the latest financial products, investment strategies, and industry regulations to provide accurate and relevant advice
- Conducted regular performance reviews with clients, highlighting the progress of their investments and addressing any concerns

#### Personal Banking Associate – TD, (Toronto, ON)

January 2022 – November 2022

- Opened Personal and Direct Investing Accounts for clients and communicated different investment options to customers
- Determined if identifications are altered and if personal information provided from customers is accurate
- Developed and maintained relationships with clients to ensure they are assisted along their financial planning life cycle
- Communicated with customers and adjudicators to ensure the approval of credit products in a timely manner
- Initiated mortgage renewals by communicating key terms such as trigger rates and interest rates to clients

**Customer Experience Associate – TD, (Toronto, ON)**

October 2020 – January 2022

- Developed the ability to provide a better customer experience to clients by utilizing the HEAT model
- Identified and alerted management to suspicious transactions
- Adhered to strict protocol to ensure customer and financial information was not compromised

**Supervisor – Unit Park, (Toronto, ON)**

May 2019 – Present

- Conducted clerical duties including answering telephones, preparing invoices and receipts for customers, and preparing payrolls to help facilitate the day-to-day activities of the business
- Provided exceptional customer service by resolving issues promptly and efficiently
- Handled high value cash and credit transactions efficiently and accurately

**Cashier – Aramark, Rogers Centre, (Toronto, ON)**

Mar 2017 - Sept 2017

- Worked in a fast-paced environment serving more than 200 customers per day
- Increased sales by endorsing relevant promotions of menu items and discounts

**EXTRACURRICULAR/VOLUNTEER EXPERIENCE****Food Server – St. Christopher House (Toronto, ON)**

Feb 2015 – May 2015

- Prepared healthy food from canned goods which are donated to the organization
- Ensured a clean and safe work environment through proper disposal of waste
- Ensured proper preparation and sanitation of dining area
- Accurately recorded orders and worked with kitchen staff to prepare food and drinks

**ADDITIONAL INFORMATION**

- **Certification:** Completed Level 1 Tax Course from H&R Block May 2019
- **Certification:** Completed Investment Funds Institute of Canada June 2022