Maggie E. Chuang

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EDUCATION

Binghamton University, State University of New York, Bachelor of Arts in Economics   **May 2023**

PROFESSIONAL SUMMARY

Detail-oriented Operations Analyst with experience in SQL, Excel, and Power BI to support data-driven decisions. Skilled in data extraction, reporting, and trend analysis, with a strong focus on process improvement and operational efficiency. Bilingual in Mandarin and known for strong communication, problem-solving, and cross-functional collaboration in fast-paced settings.

TECHNICAL SKILLS

Languages & Tools: SQL, Excel (PivotTables, VLOOKUP, Macros), Power BI (DAX, Dashboard Creation), Python (pandas, matplotlib), MicroSoft Suite
Data Processes: Data cleansing, data validation, reconciliation, reporting automation
Languages: Mandarin (Fluent), Japanese (Basic conversational)

ACHIEVEMENT

2024 Company Achievement Award, Robertson, Anschutz, Crane & Partners, PLLC
- Recognition of the performance and commitment to the operational excellence

Excel Skills for Data Analytics, Issued by Binghamton University
- Excel skills for use in data analytics such as: data manipulation, data visualization, how to use Macros and more through this micro-credential.

RELEVANT EXPERIENCE

Robertson, Anschutz, Crane & Partners, PLLC, Westbury, NY   **November 2023- Current**
Operation Analyst
- Independently developed and managed daily logs and monthly reports using SQL queries and advanced Excel functions to monitor case workflows.
- Created and optimized SQL-based modules, resolving outstanding values and reducing processing delays
- Collaborated effectively with cross-functional teams to identify and implement process improvements, resulting in a 15% increase in client satisfaction.
- Proven ability to work independently and deliver high-quality results on time with minimal supervision
- Identified project risks, documented mitigation strategies, and contributed to training material development for new systems and processes
- Managed and analyzed daily foreclosure case reports, ensuring data accuracy for timely case holds and closures
- Leveraged data analytics and reporting to provide insights that supported operational decisions

Broom-Tioga Workforce, Johnson City, NY   **August 2022- January 2023**
Fall Intern
- Attended meetings to discuss the current ongoing employment programs and figure the potential resolutions
- Using PeopleSoft to complete account payable and account receivable and enter the vouchers
- Using Excel to monitor the cash-deposit and time keeping for the employees' working hours and pay rates
- Tracked program spending using a voucher system

CLASS PROJECTS

The Determinants for the particular goods or services with higher rising speed of price
Binghamton University, Binghamton, NY
- Used Python to input the data and graph the curves to compare the growing speed of selected 7 CPI
  Finding the major determinants for the goods or services which is having outstanding escalating over the years

Correlation Between Immigration Rate and Table Tennis World Ranking for Each Countries From 2001 to 2020
Binghamton University, Binghamton, NY
- Analyzed the correlation between the immigration rate and the table tennis world ranking by applying python
- Obtained players ranking and scores of Seniors - Men Singles/Seniors - Women Singles from 2001 to 2020

LEADERSHIP EXPERIENCE

Binghamton University, State University of New York, Vestal, NY   **September 2022 – May 2023**
Economic Department Student Tutor
- Provided academic assistant to students for Economics related courses by using graphing and calculating techniques
- Understanding students' questions and customizing the lecture content and style for each student