

# Maggie E. Chuang

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Check out my portfolio  <https://rosecoffee0603.github.io/>

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## PROFESSIONAL SUMMARY

Highly organized and adaptable Operations Analyst with 2+ years of experience supporting operations, finance, and risk management in dynamic, fast-paced environments. Skilled in building Excel/Google Sheets tools for data tracking and reporting, performing reconciliations, and supporting cross-functional teams. Adept at process optimization, financial data accuracy, and delivering actionable insights. Bilingual in Mandarin and a proactive communicator with a strong work ethic and startup-ready mindset.

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## TECHNICAL SKILLS

**Tools:** Excel, Google Sheets, SQL, Python (pandas, matplotlib), Power BI, PowerPoint, HTML, CSS

**Core Skills:** Data tracking, reconciliation, financial reporting, inventory metrics, operations support

**Other:** Macros, PivotTables, VLOOKUP, Microsoft Office Suite

**Languages:** Mandarin (Fluent), Japanese (Basic Conversational)

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## RELEVANT EXPERIENCE

**Robertson, Anschutz, Crane & Partners, PLLC**, Westbury, NY

November 2023- Current

*Operation Analyst*

- Supported the Operations Manager in daily workflow coordination and documentation for high-volume case processing across banking clients (e.g., JP Morgan, Wells Fargo)
- Built and maintained custom Excel and Google Sheets tools to track operational KPIs, client metrics, and case progression
- Performed data reconciliation and ensured timely, accurate reporting for internal teams and client deliverables
- Collaborated cross-functionally with legal, finance, and IT departments to streamline operational workflows and documentation systems
- Participated in system rollouts and developed internal training materials for new tools and processes
- Recognized for independently managing complex administrative and reporting tasks in a fast-paced environment with minimal supervision

**Broom County Government - Broom-Tioga Workforce**, Johnson City, NY

August 2022- January 2023

*Fall Intern*

- Supported back-office financial operations including voucher processing, payables/receivables, and budget tracking using PeopleSoft and Excel
- Developed spreadsheets to track employee hours, pay rates, and payroll deposits, ensuring alignment with financial records
- Attended cross-departmental meetings and contributed to workflow and budget optimization efforts
- Gained hands-on experience with administrative logistics and internal reporting for public-sector employment programs

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## 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.

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## EDUCATION

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

May 2023

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## CLASS PROJECTS

**The Determinants for the particular goods or services with higher rising speed of price**

- 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**

- 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