

Maggie E. Chuang

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

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.

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)

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

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.

EDUCATION

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

May 2023

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