

Hoyoung Lee

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EDUCATION

Zero to Mastery - Complete Web Developer Bootcamp **Online**
HTML, CSS, JavaScript, NPM, Node.js, React

University of Michigan - Python for Everybody **Coursera**
Python

Google Data Analytics Certificate **Coursera**
Excel, SQL, R, and Tableau

University of Texas at Dallas **Richardson, TX**
Bachelor of Science in Finance

SKILLS & INTERESTS

Skills: Excel (Power Query, DAX) | SQL (MS SQL & MySQL), Python, Tableau | | Salesforce
HTML/CSS, JavaScript | ERP (SAP, Peoplesoft, Netsuite)

Interest: Personal development, finance, and making apps for 6 years old's endless questions.

WORK EXPERIENCE

Real Time Resolutions **Dallas, TX**
Data Analyst *July 2022 to Present*

- Built and monitored reports in SQL using a large data set.
- Optimized reporting process using automation to reduce time required by 50%.
- Analyzed and maintained the organization's voice communication system LiveVox and callMiner.

SOHOSTORY LLC **Dallas, TX**
Photographer & Owner *September 2012 to Present*

- Collaborated with art directors and designers to work cross-functionally with marketing teams to align marketing messaging with scope of the project.
- Managed communication with stakeholders and team to provide regular updates and stay ahead of planned schedule.
- Developed an internal sales funnel to manage project tasks and deadlines to accomplish meeting 100% of deadlines and project goals.

Fairway Independent Mortgage **Plano, TX**
Production Partner *April 2021 to April 2022*

- Used Lean Six Sigma methodology to identify bottlenecks and create efficiencies to avoid wasted time and delays. The results were reducing the timeline from 25 days to 15 days with the record of 9 days.
- Successfully implemented a Kanban board to manage tasks and streamline the process for better customer service.
- Managed an annual loan pipeline of \$65 million. Communicated progress and roadblocks to clients, including executive management, and made recommendations to remove roadblocks leading to on-time delivery.

Willow Bend Mortgage **Plano, TX**
Loan Officer Assistant *October 2020 to April 2021*

Hyosung America **Irving, TX**
Sales and Inventory Analyst *September 2008 to March 2015*

Yum! Brands **Plano, TX**
Associate Analyst *March 2007 to August 2008*