

SUSING YIN

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PROFESSIONAL WORK EXPERIENCE

Wells Fargo, New York, NY

Personal Banker

October 2013 – Present

- Identify client financial needs and provide retail banking products and services to customers and prospects.
- Top 5 Personal Banker in the district in Q1 2014. No. 1 Personal Banker in the district in Q2 2014. Ranked in the top 5% of the New York Metropolitan and Northeast regions. Ranked in the top 1% of the Eastern region.
- Exceeded sales goals by over 287% in Q1 2014 and 302% in Q2 2014.
- Manage personal and business clients' accounts. Retain accounts by developing long-term relationships with clients to service their financial needs and delivering friendly customer support to ensure the highest level of satisfaction.
- Collaborate with Wells Fargo partners to maximize sales opportunities.

Home Mortgage Consultant

June 2012 – October 2013

- Evaluated client circumstances to identify a suitable mortgage product for their needs.
- Analyzed credit risk and affordability of client applications to comply with underwriting and government regulations.
- Established relationships with clients and industry professionals to generate prospective business opportunities.
- Collected confidential information from clients and assembled high-quality loan applications for underwriting review.
- Collaborated on a team project to define the goals to improve customer loyalty by analyzing key performance indicators from customer surveys and conducting one-on-one interviews with home mortgage consultants. Developed a timeline to implement strategies and presented recommendations to the northeast division executives.

Astoria Federal Savings Bank, Long Island, NY

Bank Teller

May 2008 – May 2012

- Developed relationships with clients to provide suitable financial products for individual needs.
- Awarded high performance teller for consistently achieving high scores on customer service surveys.

New York City Department of Probation: Management Analysis & Planning, New York, NY

Analyst Intern

September 2010 – May 2011

- Prepared monthly statistics and case detail reports for the director and commissioner.
- Redesigned the layout of databases to effectively reduce work time for analysts.
- Utilized data and reports to compare statistics, identify trends, and forecast end results.

Showtime Networks Inc., New York, NY

Affiliate Finance and Business Operations Intern

June 2009 – July 2009

- Conducted market research and developed strategies to increase distribution of network programming to cable operators.
- Worked on a team project to design a marketing campaign to promote an upcoming series and drive sales.
- Prepared monthly and quarterly financial statements for the executive vice president.

EDUCATION

General Assembly, New York, NY

Front-End Web Development, Course Completion Expected October 2014

CUNY Baruch College, Zicklin School of Business, New York, NY

Bachelor of Business Administration, September 2011

Major: Entrepreneurship Management

Minor: Information Technology and Social Responsibility

EXTRACURRICULAR ACTIVITIES

Vice President of Programs, National Association of Asian American Professionals

2013

- Organized professional development and social events.
- Coordinated with JPMorgan Chase to host a cultural event with 300 participants.

Fundraising Chairperson, Collegiate Association of Women In Business at Baruch College

2010 – 2011

- Planned fundraising events for community outreach organizations.
- Raised over \$11,000 in sponsorship, and recruited volunteers.

Figure Skating

- A solo figure skater for over 20 years. Taught public and private figure skating lessons to young children in the community for 7 years. Assisted in the choreography and implementation of the annual district-wide figure skating show.

RELEVANT SKILLS

Technical Skills: Adobe Dreamweaver, CSS, HTML, MS Word, Excel, PowerPoint, Outlook, Publisher, Salesforce.com, SharePoint
Social Media Skills: Facebook, Google+, Hootsuite, Instagram, LinkedIn, Pinterest, Tumblr, Twitter