

TAN HOANG PHAM

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EDUCATION

University of California, Irvine, The Paul Merage School of Business, Irvine, CA **June 2027**
Master of Business Administration

University of California, Davis, Davis, CA **June 2021**
Bachelor of Arts, International Relations – Focus in World Trade & Economic Development

De Anza Community College, Cupertino, CA **June 2019**
Associate of Arts, International Relations

EXPERIENCE

TP CONSTRUCTION | FAMILY-OWNED, Milpitas, CA **June 2024 - July 2025**
Business Operations, Lead

- Managed \$10K–\$200K project contracts, proactively resolving inspection challenges with municipalities to maintain timelines, compliance, and stakeholder confidence
- Advised contractors and clients on project budgeting, forecasting, and compliance, improving client retention by 20% and increasing referral-driven revenue by 25%
- Drove a 50% increase in new opportunity creation by building a formalized referral network and serving as the primary mediator between contractors and clients to ensure alignment on project scope and quality

BMO BANK | MULTINATIONAL CORPORATIONS, San Ramon, CA **September 2023 - April 2024**
Client Delivery, Specialist

- Primary liaison between multinational clients, relationship managers, and Treasury Solutions teams, resolving issues within 24 hours and driving process improvements
- Spearheaded an automation initiative for overdraft fee procedures, eliminating manual inefficiencies to save 45 hours weekly and enhancing operational capacity for Client Delivery teams
- Advised front-line and support teams alongside upper management on risk mitigation and performance optimization, securing stakeholder alignment on deal processes that improved operational efficiency and client delivery standards

LEGACY BANK OF THE WEST | COMMERCIAL BANKING, San Francisco, CA **June 2021 - September 2023**
Corporate Strategy & Business Development, Advisor

- Led bi-annual executive business reviews synthesizing KPI, market, and portfolio data into strategic recommendations guiding regional growth and enterprise-level strategic priorities for 26 regional commercial banking teams
- Managed commercial client experience initiatives, providing insights from NPS surveys of 10,000+ clients, advising senior leadership to adopt new issue-resolution policies that improved satisfaction scores from 43 to 92 over two years
- Monitored data migration processes for CRM Dynamics, SharePoint, shared drives, and relationship portfolios during BMO pre-acquisition phase, ensuring data integrity, seamless integration and operational continuity
- Developed Tableau dashboards for ESG and Capital Markets leadership, enhancing executive visibility into revenue, client opportunities, and business trends for strategic planning
- Directed data integrity initiatives in CRM Dynamics, improving reporting accuracy and operational efficiency for relationship management teams and reducing data discrepancies across all commercial business units by 35%
- Coordinated quarterly virtual town halls for Coverage, Industries, and Structured Finance teams, strengthening transparency, alignment, and communication across key business units

LEGACY BANK OF THE WEST | GLOBAL TRADE SOLUTIONS, San Ramon, CA **Summer 2020**

- Developed a trade product repricing proposal using competitive analysis and market research, delivering insights that informed future pricing strategy
- Analyzed pricing, risk, and structuring of domestic and cross-border trade finance deals ranging from \$10K to \$100MM for client proposals using proprietary analytical tools, enabling front-line team members to make informed, risk-adjusted decisions

ADDITIONAL INFORMATION

- Technical Skills: Microsoft Suite, CRM Dynamics, Salesforce, RPM, Tableau, PowerBI, SharePoint, and Medallia
- Hobbies and Interests: Strategy, Sustainability, Cooking, Gastronomy, Basketball, Chess, Cinema, Film Production