

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 priorities** for 26 regional 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** in two years
- Monitored data migration processes for CRM Dynamics, SharePoint, shared drives, and relationship portfolios during BMO pre-acquisition phase, **ensuring data integrity, integration and continuity in a 6-month time frame**
- Developed Tableau dashboards for newly established ESG, Sustainable Agriculture, and Capital Markets teams, **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 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