

JUDY (TING) CHEN

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EDUCATION

University of Maryland

Robert H. Smith School of Business, University of Maryland

Bachelor of Science, Marketing and Information Systems

UMD Honors College, Business Honors Program, Design & Innovation Fellows

May 2019

GPA: 3.82

University College Dublin

Semester Study Abroad

Spring 2019 Benjamin A. Gilman Scholarship Recipient

WORK EXPERIENCE

Capital One

McLean, VA

Risk & Controls Senior Associate

August 2022 – Present

- Act as a liaison between Operational Risk Management, first line business partners, and risk oversight programs to develop risk analysis, perform deep dive investigations, and drive specific risk initiatives.
- Provide 2nd line risk challenge to key risk assessment processes for Capital One's Enterprise Services; e.g.: Process Level Assessments, Risk and Control Self Assessments, and New Product Marketing and Initiative Governance.
- Deliver on demand updates to internal teams and external audiences via quarterly workpaper updates, Enterprise Wide Initiative/ Divisional Level Initiative trackers, and Divisional Operational Risk Review Memos.
- Enhance vertical and horizontal networking opportunities for the Operational Risk Management Organization by organizing intimate Eat & Greet events that connect associates with executives.

Freddie Mac

McLean, VA

Risk & Controls Associate

August 2020 – August 2022

- Led discussions with different Freddie Mac business areas to complete business impact analyses and business continuity plans for over 50 Freddie Mac Multifamily processes.
- Performed annual refreshes to maintain up to date and accurate business resiliency documentation for all Freddie Mac processes within the Fusion Risk Management Software.
- Created job aids and trained new hires, contracted workers, and business liaisons on their role in the business resiliency lifecycle.
- Facilitated the completion of new initiative risk assessments for all business areas within Freddie Mac Multifamily Asset Management and Operations.

Ernst & Young LLP

Tysons, VA

Technology Risk Advisory Staff

September 2019 – August 2020

- Conducted IT General Controls walkthroughs to analyze potential risks incurred by the IT application environments of advanced manufacturing and government & public sector clients.
- Provided audit findings and risk assessments to upper management through written reports and presentations.
- Assisted advanced manufacturing and government & public sector clients in creating workflows to improve their IT audit procedures.

University of Maryland MLAW Office

College Park, MD

Student Intern

September 2016 – December 2018

- Coordinated and planned events that align with the University of Maryland's undergraduate pre-law program.
- Delivered data metrics in comprehensible charts so that program directors can better structure their curriculums and discover points of interest among their students.

Barr Group

Germantown, MD

Strategic Marketing Intern

June 2017 – August 2017

- Worked in Drupal to optimize Barr Group's website to enhance the company's online presence by 11%.
- Analyzed data and created workflows in the SharpSpring Automation Software to find potential leads.

ACTIVITIES

Spoon University-UMD

College Park, MD

President and Community Director

May 2017 – May 2018

- Led weekly committee meetings to brainstorm opportunities that would generate a consistent cash flow for the club.
- Managed a group of over 20 students and ensured that all club activities adhered to an annual budget.
- Created videos and articles to promote local restaurants, food trends, and nutrition across various market segments.

SKILLS

Computer: MS Excel, MS PowerPoint, Adobe Creative Suite, AWS Cloud Practitioner Certified