

Tina Ly

San Diego, CA 92114
619-214-8884
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Skills

5 Years Technical Support/Product Support Experience
HTML5, CSS3, Javascript, JQuery, Node JS, Express JS, MYSQL, MongoDB, React JS

Experience

Charles Schwab / API-PM Specialist

APR 2018 - PRESENT, San Diego

- In charge of SSO, API and sFTP data feeds to 3rd party software vendors
- Provides email and phone support for financial advisors regarding data integrations and files
- Collaborates with technology product managers with implementing new procedures for onboarding 3rd party software vendors

TD Ameritrade Institutional/ Technology Services Specialist

OCT 2016 - PRESENT, San Diego

- Provided phone support for financial advisors and clients with TD Ameritrade VEO, VEO One and AdvisorClient platforms
- Managed email correspondence for TD KANA system, Advent, DocuSign and internal escalations
- Processed technology documents and forms via TD TREP system

Fivestar Wireless, T-Mobile / Sales Specialist & Technical Support

SEPT 2013 - SEPT 2015

- Provided customer service and tech support with cellular plans and phones
- Was top employee in new activations and phone retail almost every month
- Managed a team of associates who were all recognized by T-Mobile corporate as number 1 in sales and customer service of 2014 in San Diego

Education

UCSD Extension Coding Bootcamp

JUN 2021 - NOV 2021, San Diego

San Diego Mesa College

JUN 2011 - JUN 2013, San Diego

Awards

TD Ameritrade Institutional - 2018 Semi Annual Better Begins with Me

TD Ameritrade Institutional - 2018 Circle of Excellence