WENDY FUNG-WU

Brooklyn, NY 11232 ◆ (934) 444-1746 ◆ wendyfungwu@outlook.com ◆ www.linkedin.com/in/wendy-fungwu

EDUCATION

Baruch College – Zicklin School of Business, CUNY   New York, NY
Master of Science in Business Analyst   *Expected 12/2026*
Concentration: Data Analyst   GPA: 4/4
Relevant Course: Programming for Analytics, Database management, Software Tools for Analytics

Baruch College – Zicklin School of Business, CUNY   New York, NY
Bachelor of Business Administration in Computer Information System   12/2024
Minor: Psychology   GPA: 3.76   Honor: Dean's List, Albert Shanker Scholarship, Peter F. Vallone Scholarship
Relevant Coursework: System Design, Data Mining, Python, C++, IT Audit, Fintech

WORK EXPERIENCES

VNS Health   03/2025-09/2025
Contact Agent II
• Delivered responsive, non-clinical issue resolution by analyzing consumer inquiries and collaborating with cross-functional teams, enhancing overall service efficiency
• Built and maintained strong stakeholder relationships—including customers, providers, and internal departments—to support timely and effective problem-solving
• Applied active listening and data-informed insights to improve customer experience, while identifying process improvement opportunities aligned with organizational goals

All Seasons Spa Inc   05/2023-03/2025
Receptionist
• Coordinated daily schedules and appointments for a 15-person team, ensuring operational efficiency.
• Handled high volumes of customer inquiries and issues promptly, maintaining a positive client experience.
• Managed up to 60 calls a day, demonstrating strong time management and multitasking skills.

SCHOOL CAPSTONE PROJECT

Color Me Mine Mobile App   09/2024-11/2024
Business Analyst
• Led requirements gathering and ensuring alignment with user needs and business goals.
• Utilized MS Access and Jira to support agile sprint planning, backlog refinement, and UI flow design.
• Conducted risk assessments and contributed to transition, change management, and communication plans, driving stakeholder engagement, user adoption, and system readiness

RELEVANT EXPERIENCES & CERTIFICATES

Microsoft Business Analysis Fundamentals   07/2025
Business Analyst
• Gained insight into the strategic role of business analysts in driving organizational success.
• Learned to identify key stakeholders and assess business problems to support effective project outcomes.

Accenture Data Analytics and Visualization Job Simulation On Forage   10/2024
Business Analyst
• Completed a simulation focused on advising a hypothetical social media client as a Data Analyst at Accenture.
• Cleaned, modeled, and analyzed 7 datasets to uncover insights into content trends to inform strategic decisions.
• Prepared a PPT deck and video presentation to communicate key insights for the client and internal stakeholders.

SKILLS AND INTERESTS

• **Languages:** Native Mandarin, Native Cantonese
• **Technical:** Microsoft Office (Excel, Word, PPT, Access), Basic Python, SQL, Jira, R, HTML