

WORK EXPERIENCE

Citi, Toronto, Canada

June 2016 - Now

Software Developer / Technology Analyst

- Implemented server-side search/sort features for all Interest Rate Swaps (IRS), Bonds and internal financial products through creating context-based queries and designing user-friendly search keys based on commonly used trader terms
- Led the investigation and implementation of a cache architectural change from a peer-to-peer model to a more efficient and segregated Wide-Area-Network (WAN) model, reduced component startup-time by 9X and mitigated deadlocks
- Migrated a legacy data source for 300+ IRS products by redesigning comprehensive field mappings and by implementing reference data enhancement actions to ensure data consistency for downstream components

Bell Canada, Toronto, Canada

Summer 2015

Business Intelligence Analyst

- Rebalanced technicians' workload based on performance quartiles with different product and tenure combinations, which reduced monthly churn rate for the Internet and Home-phone channels by 29% and 17%, respectively
- Reduced external noise and statistical bias (multicollinearity) using regression and statistical adjustments to determine true drivers for field-related churn, ultimately used as reports for field managers
- Modelled distribution of workload by time of day and product type to determine the feasibility of "Same-day/Next-day" repair service offering and its cutoff time, reducing miss-commitments by 54 tickets per day
- Predicted impact of network congestion to improve customer experience using repeat rate and other factors

Deloitte (Consulting Practice), Toronto, Canada

Summer 2014

Business Technology Analyst

- Estimated work orders, implemented client's SAP ERP JavaBean system enhancements, and developed user acceptance tests for ten client requests independently
- Revamped an internal branding visualization tool with Excel VBA for the entire Systems Integration practice to identify, analyze and develop individual practitioners' brand within the firm
- Performed vendor analysis, market research and client scans which contributed to the long-term initiative of developing the firm's Sourcing and Procurement practice capabilities in Canada

McKinsey & Company, Beijing, China

Summer 2013

Part-Time Assistant

- Created 33 deliverable 360-degree analysis PowerPoint decks from employees' feedback for a Chinese bank within two days; improved employees' overall understanding of their performance
- Conducted background research on clients and took interview notes to ensure the relevance and quality of the Capability for Performance (C4P) event to all attendees, resulting in attendance of over 50 companies

EDUCATION

Western University, London, ON

2014 – 2016 April

Bachelor of Science, Honors Specialization in Computer Science, Minor in Economics

- Major GPA 3.91, Dean's Honors List 2014 - 2016, Food Image Recognition Thesis Project (GitHub)

Ivey Business School, Western University, London, ON

2013 - 2014

Bachelor of Arts, Honors Business Administration (HBA)

- 1st Place at The 18th Boston Consulting Group Ivey HBA Case Competition
- Completed first two years of Specialization in Economics program, Dean's Honor List 2011-2013

SKILLS

Languages: Java, SQL, JavaScript, Python, Bash, HTML/CSS, Matlab, VBA, C, SAS

Tools/Frameworks: Git, Spring, React, Node.js, Express.js, React.js, Pug/Jade, Excel, Continuous Integration (CI), Agile