

# Tiffany Mao

## DATA SCIENTIST

### EXPERIENCE

#### Client Service Associate | TD Wealth – Private Investment Advice

APR 2018 – 2020, VANCOUVER, BC

- Executed trades & monitored transactions for a book of 300 mil investments with timeliness and high accuracy on a daily basis;
- Established a client onboarding checklist to reduce documents preparation time by 70% with significantly reduced errors;
- Studied and modeled template to gather essential financial planning information and estimate needs for insurance, power of attorney, and other financial needs.

#### Investment Associate | NBF

NOV 2016 - 2018, VANCOUVER, BC

- Same as above (moved over to TD under same team)

#### Customer Service Representative | BMO

FEB 2016 - 2016, VANCOUVER, BC

- Provided tailored customer service and recommendations to both retail & commercial clients;
- Worked closely with internal partners to increase internal referral and customer satisfaction.

#### Tax Associate | Deloitte

OCT 2009 – 2011, TIANJIN, CHINA

- Conducted industrial/regional data analysis to improve report accuracy;
- Liaising with client, team, and external departments to improve efficiency of work flow.

### EDUCATION

#### BrainStation | Diploma Candidate, Data Science

MAY 2020 – AUG 2020, VANCOUVER, BC

#### University of Manitoba | Bachelor of Commerce (Honours), Major Accounting

FEB 2009, WINNIPEG, MB

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### SKILLS

Python, R, SPS, SQL, Hadoop, Google Analytics, GitHub, Tableau

### PROFILE

I have always been deeply curious about how everything in our world is connected and how. With recent years of data explosion, it has enabled us to uncover more of these connections and share with others. I'm excited to finally find this new career path where I could put my curiosity to work.