

Dennis Feng

WEB DEVELOPER

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ABOUT ME

I am an extremely curious person that enjoys learning a bit of everything which has brought me to pursue web development. Having worked within the finance industry for 7 years, it is apparent the focus is changing towards advancing technology to providing client solutions. With my skills as a Web Developer and past experience in change management, I am prepared to keep up with where technology goes next.

SKILLS

Python, SQL, HTML, CSS,
Microsoft Office (Word, Excel,
PowerPoint), Frontier Account
Reconciliation Software,
Automated Work Distributor
(AWD) Software, WebSeries
Software, UAT and QA Testing

EXPERIENCE

Operations Analyst | International Financial Data Services

MAY 2016 – SEPT 2020, ONTARIO, CA

- Ensured business readiness by enforcing change management methodologies to engage all affected stakeholders on impacted changes.
- Assisted the train team in developing materials and job aids to ensure business readiness and acceptance to changes.
- Successfully analyzed and troubleshoot all service interruptions related to internal third-party applications used within Business Operations.
- Analyzed gaps in the current process to develop action plans to eliminate inefficiencies.

Account Coordinator | International Financial Data Services

FEB 2014 – MAY 2016, ONTARIO, CA

- Reviewed over 200 fund classes identifying root causes of any discrepancies and took immediate action to rectify these issues.
- Conducted and presented initial impact analysis and research of escalated issues to assist in management decision making.
- Prioritized and actioned over 50 client requests daily in a timely manner to ensure corporate SLAs are met while maintaining above 98% processing quality.

EDUCATION

BrainStation | Diploma, Web Development

SEPT - DEC 2020, ONTARIO, CA

BrainStation | Certificate, Python Programming Course

JULY - AUG 2020, ONTARIO, CA

Seneca College | Bachelors of Commerce, Financial Services Management

SEPT 2007 - 2011, ONTARIO, CA

PROJECTS

DOC-ED | Web Developer

DEC 2020 – BrainStation Web Development Capstone Project

A simple to use bug tracker for developers to keep track of ongoing issues.