

YINGYING WENG

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OBJECTIVE

Seeking a position of Procurement Trainee or Administrative Assistant in Federal Government.

SUMMARY OF QUALIFICATIONS

- Certified Financial Planner (CFP) since 2012.
 - Certified Investment Funds in Canada (IFC) since 2019.
 - Over 15 years' experience working in a financial institution.
 - Strong customer service and communication skills.
 - In fiscal year 2020, won the first place of managed funds in Ottawa (top 5% in Canada) in CIBC, and obtained the highest performance evaluation (exceptional).
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EDUCATION

Ningbo University	Ningbo, China
Bachelor of Arts in English	09/2002 – 06/2006

WORK EXPERIENCE

The Bank of Nova Scotia	Ottawa, Canada
Senior Financial Advisor	01/2022- Present

- Provide all kinds of financial services to client.
- Use financial planning tools to support the solutions provided.

Canadian Imperial Bank of Commerce	Ottawa, Canada
Financial Services Representative	04/2019- 01/2022

- Provide personalized financial advice to meet client's short- term and long-term financial goals.
- Use financial planning tools to support the solutions provided.
- Provide customer services via service desk, phone and email.

Agricultural Bank of China	Ningbo, China
Assistant Branch Manager and Coach	
08/2016-10/2018	

- Supervise daily branch customer service.
- Handle customer complaints and complex customer issues.
- Organize VIP customer events, travel and financial seminars.

- Help HR department to train employees' financial knowledge, marketing skills and service etiquette.

Financial advisor 11/2009 – 08/2016

- Deliver the banking service to clients and help clients with different banking needs.
- Work closely with team members to build and maintain good relationships with customers.

Customer Service Representative 05/2007 – 11/2009

- Help customers process financial transactions, such as withdrawals, deposits and bill payments.
- Understand customer needs, recommend solutions or refer them to the appropriate colleagues.

TianLu Imp & Exp Co Ltd. Ningbo, China
Sales Representative 07/2006 – 05/2007

- Looking for potential clients in a variety of ways, including Internet and exhibitions.
- Search for the most competitive product manufacturers.

AWARDS

2012-2018 Excellent Trainer of Agricultural Bank of China Ningbo Branch.

2017 Gold Medal Trainer of Agricultural Bank of China.

2015 Excellent Retail Business Staff of Agricultural Bank of China.

2013 First place of the Speech Contest of Agricultural Bank of China
Ningbo Branch.