

Yanni Dong

EDUCATION

Bachelor of Science in Finance

May 2019

Bachelor of Science in Applied Business Data Analytics

GPA: 3.85

W. P. Carey School of Business, Arizona State University, Tempe, AZ

Dean's List

January 2017 – Present

Bilingual (Mandarin/English)

PROFESSIONAL EXPERIENCE

Reconciliation and Control Intern

June 2018 – August 2018

Northern Trust, Tempe, AZ

- Analyze the last 12 months of Compares reconciliations by gathering break routed data from multiple internal systems and applying critical thinking skills to suggest improvements for efficiency and accuracy
- Network and communicate with various Shared Service Groups to investigate the common causes for breaks in the Compares process and identifying trends
- Wrote a 10-page report on break analysis and conducted a 20 minute formal presentation on my findings and potential areas for improvement, which results of adding a review process for issues identified

Assistant Operations Manager

September 2017 – May 2018

Sun Star Buffet, Phoenix, AZ

- Increase customer retention by 10% by properly handling the customers' concerns and needs
- Oversee the restaurant's operational flow by leading a team of 6 employees to successfully handle approximately 200-300 daily guest interactions to ensure a positive guest/work experience
- Balance end-of-day store cash/credit transactions by matching the POS system with the credit card terminal to ensure accurate reporting of sales revenue

Rotational Internship

May 2016 - August 2016

Scottsdale Villa Mirage (Diamond Resorts), Scottsdale, AZ

- Assisted in the annual budget for the resort by analyzing the data (expense reports) and communicating with various department managers to forecast the future projections
- Created an Excel reporting sheet to increase the efficiency of the quarterly on-site inspections of 250 rooms, resulting in streamlining inspection reporting/data entries by 10 hours per month
- Reconciled vendors' Accounts Payable by reviewing financial documents using the Oracle system

LEADERSHIP EXPERIENCE & PROFESSIONAL DEVELOPMENT

Vice President of Administration

October 2017 – Present

Ascend, Arizona State University, Tempe, AZ

- Implement and monitor the mentorship program from scratch by partnering up students with professionals in the industry and organizing events to promote students' engagement and professionalism
- Collaborate with the e-board members to arrange workshops and schedule company site tours

Volunteer Income Tax Assistant

February 2018 – April 2018

Tempe Community Council, Tempe, AZ

- Certified by the IRS to provide free basic income tax return preparation with electronic filing to qualified individuals using strong attention to detail skill

WPC 101 Facilitator

August 2017 – December 2017

Arizona State University, Tempe, AZ

- Developed weekly lesson plans and implemented professional activities to introduce 19 freshmen to the facilities and resources available on campus
- Served as a role model and provided personal experience to lead dynamic and meaningful discussions in the classroom to promote teamwork and critical thinking