

RICHARD D. CHANG

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EDUCATION

Queen's University Kingston, Ont.

Graduation Date: Spring 2007

Degree Program: Computing Science Honours (SSP Cognitive Science)

WORK EXPERIENCE

5/06 – 8/06

**TD Canada Trust
eBank, Technology Planning & Development**

Toronto, Ont.

Business Analyst

- Defined business requirements for quarterly upgrade to Call Centre Request Tracking System, directly impacting over 1,000 call centre agents.
- Designed and implemented eStorage system, which electronically stores several thousand Bill Payment paper profiles in an online document repository, used by more than 20 FTEs in London and Toronto.
- Managed Business Recovery procedure for Corporate-wide project, which recovered over 98% of lost Sales Revenues.

5/05 – 8/05

CIT Office Technology Finance

Burlington, Ont.

Vendor Sales Officer

- Calculated cash flows and audited funding deals up to \$100k
- Created sales forecasting model, more accurate than existing system by 10%
- Managed relationships with national office technology brokers

5/04 – 8/04

Axela Biosensors Inc.

Toronto, Ont.

Engineering Assistant

- Using AutoCAD LT, designed a laser-diode calibration module for prototype development.
- Recorded and analyzed large volumes of optics lab data, communicated results to chemistry dept.
- Trained chemists in robot operation/programming

SKILLS

Computer Skills: Java, C++, LISP, (x)HTML, CSS, Flash, Photoshop

EXTRACURRICULAR HIGHLIGHTS

9/06 – 4/07

Queen's Bands

Drum Major

- Elected by peers to command 120-member band, the largest and oldest university marching band in Canada.
- Oversaw the investing of alumni donations totaling over \$100k. Subsequently entered negotiations with university administration, which resulted in the establishment of the Queen's Bands Endowment Fund.
- Delivered ceremonial speeches to alumni, donors, and senior university administration.

9/05 – 4/06

Computing Students' Association

President

- Managed an executive team of 13 to raise funds, coordinate events, and represent the academic interests of all undergraduates to the Faculty and the Senate (Ex. on Promotions and Tenure Committee.)
- Increased annual revenues by over 250%, increased participation in major events by an average of 25%.

9/03 – 4/04

Main Campus Residents' Council

Council Speaker

- Chaired regular meetings of all presidents of Queen's 14 student residences (representing over 3,500 undergraduates), as well as the MCRC executive board.
- As a neutral party, mediated a series of heated disputes over executive financial accountability, and arbitrated the resulting impeachment assembly

ADDITIONAL INTERESTS

Played Badminton at provincially-competitive levels. Interests include: stock markets, travel, jazz/blues percussion, improvisational comedy performance, soccer, Jiu Jitsu.