

Amy (Si Yu) Chen

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OVERVIEW

Approachable and assertive operator with a reputation for improving processes, removing friction, and driving clarity across complex workstreams. Trusted partner who anticipates needs and keeps priorities moving.

PROFESSIONAL SUMMARY

BGC Group / Cantor Fitzgerald

Oct. 2022 – Present

Executive Assistant - Office of Global CFO

- Built and maintained a streamlined vendor-approval workflow that eliminated weeks of delays, saved the CFO 20+ hours/week, and prevented thousands in late-payment penalties by centralizing vendor context and pre-validating approvals.
- Led the global implementation of a new Balance Sheet Substantiation system across 27,000+ accounts—resolving a fragmented process, achieving 99%+ sign-off, and strengthening financial accuracy and compliance.
- Increased CFO leverage by triaging competing global priorities (regulatory, audit, M&A, CEO escalations), redirecting non-critical requests, and resolving scheduling conflicts to protect time for high-stakes decisions.
- Supported critical financial operations—including quarterly closes, audits, M&A integrations, and Earnings—by driving deliverables, aligning cross-border teams, and coordinating flawless executive logistics.

Houlihan Lokey

Oct. 2021 – Oct. 2022

Administrative Assistant - Corporate Valuation and Advisory Services

Receptionist

- Partnered with the Facilities Manager to streamline office operations, improve team workflows, and strengthen cross-department communication (i.e building management, courier services, caterers etc.)
- Managed 20+ conference rooms across five floors, ensuring seamless scheduling and high-profile client readiness in a fast-moving deal environment.
- Coordinated management and training meetings, supporting initiatives such as Futures & Options internships and the 2022 New Class training program.
- Provided administrative support to 15+ Analysts and Associates, including expense reports, travel coordination, and multi-team logistics.

New Song Studio

Jun. 2017 – Oct. 2021

Operations Assistant - Office of the CEO

Receptionist

- Led end-to-end logistics for biannual recitals, including venue sourcing, budgeting, communications, and day-of operations for both in-person and virtual events.
- Managed scheduling, equipment, and inventory while building strong relationships with 200+ students and instructors to ensure smooth studio operations and high client satisfaction.

School of Education at Hunter College

Oct. 2017 – Aug. 2018

Receptionist

- Supported scheduling for 5+ Directors and Advisors while creating a welcoming and organized environment in the main office space for current and prospective students.
- Facilitated student onboarding initiatives, optimizing registration workflows and streamlining application processing to ensure efficiency and enhance the student experience.

EDUCATION

- CUNY Hunter College – Bachelor of Arts in Psychology, minor in Media Studies and Music
 - Cumulative GPA: 3.7 - Magna Cum Laude
- Certified Scrum Master (CSM) – Scrum Alliance (2025)

SKILLS

- Operational Efficiency & Systems Optimization
- Workflow Design & Process Automation (Excel, trackers, templates)
- Global Calendar, Travel & Logistics Coordination
- Communication & Executive-Level Judgment
- Excel (Pivot Tables, VLOOKUP, Conditional Formatting, Dashboard/Summary Builds)