

Ehab James

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EXPERIENCE

Product Manager & Team Leader

Jan 2020 - Present

Watchou | Remote

Founder, and product owner managing operations for **Watchou** worldwide with **100+ customers**.

Key Accomplishments and Responsibilities:

- Direct a cross-functional 6-member team to develop and implement business and marketing strategies resulting in a **43% increase** in the week over week customer acquisition rates, and **22% improvement** in net promoter score
- Yield higher human resource return on investment and **reversed underperformance** by enacting agile methodology, resulting in a **40% improvement** in work efficiency
- Succeeded in analyzing and connecting with influencers in target niches, engaging in dialogue; data entry and management utilizing the Microsoft Office Suite, Mongo & Excel databases, **leading to a successful beta launch in April 2021**
- Successfully ensure products meet client expectations, research and manage client success; gather feedback; keep rollouts high-quality and on budget, and prepare documentation for presentation **increasing monthly active user rate by 66%**

Leader

Jul. 2018 - Aug 2018

Helping Hands Inc. | Toronto, Canada

Contractor for Save The Children charity, tasked with **canvassing high-traffic areas** of Toronto, **executing corporate marketing campaigns** and **collecting digital information** from passersby including donation info.

- **Unified a team of 12** marketing associates; Developed a clear understanding of the business objectives; evangelized the charity's vision and built trust by maintaining an achievable plan for success
- Responsible for data entry, organization, and logging sales; distribution of marketing materials, evaluating donor satisfaction, and collaborating with the customer to meet campaign objectives

Volunteer Customer Service Representative

Jun 2017 – Jan 2019

YMCA-GTA | Mississauga, Canada

Responsible for day-to-day help desk and facility operations, reception, standard first aid administration, administrative support, and guest support services.

- Answered inbound calls and assisted customers with account issues, facility scheduling queries, and general information
- Provided administrative support; Maintained and improved file system, handled data entry into the customer database

President

Sept 2017 – Jun 2021

Teen Advisory Group – City of Mississauga - Woodlands Library | Mississauga, Canada

Succeeded in organizing four dozen library youth events to drive local interest in library programming amongst youth.

Key Responsibilities:

- **Managed team of 16** to field concerns, organize events, order supplies, delegate tasks, and take meeting minutes
- Created and operated social media marketing campaigns for upcoming events, **increased turnout 30%** year/year

Youth Council Mentor

Jan 2020 – Present

Office of the Minister of Transportation of Canada | Mississauga, Canada

Foster a group of 40 youth council members; assisting with research, analyzing data, scheduling meetings, and acting as a liaison, coordinating with other councils and offices to achieve members' initiative objectives.

Key Responsibilities:

- **Direct a team of 9** to research public policy and propose legislative solutions to issues facing Canadian youth pertaining to Canada's data privacy and integrity laws
- Communicated with fellow group mentors as a key decision maker to transform the program; Crafted and executed comprehensive plans to increase efficiency and member satisfaction, successfully **increasing retention 50%**

Parks and Recreation Volunteer

Sept 2017 – Jun 2021

City of Mississauga | Mississauga, Canada

Tasked with gardening and stewardship of The Riverwood Conservatory's 200 land acres and City of Mississauga property. Responsible for reporting faulty equipment, general grounds upkeep and maintenance.

EDUCATION

University of Toronto | Honors Bachelor of Arts in Political Science

Expected Apr 2025

The Woodlands Secondary School | Honor roll High School graduate

June 2021

- GPA: 4.0/4.0 (93.6%)
- *Executive - Lead*, Tech Club; *Member*, Chess Club

SKILLS

Python | Visual Studio Code | Windows | Android | Canvassing | Customer Service | Leadership | Communication | Social Media Marketing

Honours & Awards

Ontario Principal's Council Award for Student Leadership | City of Mississauga Civic Award for significant community contributions and volunteerism | Mississauga Library System recognition for significant contributions

Certifications

Bronze Cross | Standard and Emergency First Aid, CPR, and AED | COVID-19 contact tracing