

# Ehab James

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## EXPERIENCE

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### 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.

### Customer Service Representative

Jun 2017 – Jan 2019

YMCA-GTA | Mississauga, Canada

Volunteer 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 at The 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

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**University of Toronto** | Honors Bachelor of Arts in Political Science

Expected Apr 2025

**The Woodlands Secondary School** | Ontario Scholar High School graduate

June 2021

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

## SKILLS

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

## Honours & Awards

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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 | Canadian Corps Association - Fred and Mary Stiby commencement award | Excellence in Social Sciences commencement Award

## Certifications

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