

# Eric Duncan

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github.com/ESDUNCAN

## KEY ABILITIES

- Strong numerical ability, good with organizing information, adept problem solving
- Experience with Salesforce, Excel, and Outreach

## EDUCATION

### University of Waterloo

2017- 2022

Honours Arts and Business (Coop), Honours Communication Studies

- Courses: Economics, Accounting, Business in North America

### Lighthouse Labs (Web-dev 12-week bootcamp)

May 2022 - Jul 2022

- **Languages:** Javascript, Ruby, Python, HTML, CSS
- **Frameworks/Libraries/Environments:** NodeJS, ReactJS, Rails, Express, Knew, EJS, jQuery, Bootstrap, ActiveRecord, SASS, Socket.IO, React Native, Django
- **Systems, CMS & Databases:** SQL, MongoDB, GraphQL, Git
- **Testing:** RSpec

## EXPERIENCE

### Business Operations Agent

Jan-Dec 2021

SnapCommerce

- Created frameworks for sales agents to follow utilizing own knowledge to ensure quality service
- Forecasted and tracked daily offshore agent performance metrics while consulting with management to set attainable goals
- Disputed 300+ invoices weekly with 50+ suppliers by gathering evidence in tickets and threads payments to prevent \$1million+ in unnecessary payments

### Operations Agent

May-Aug 2020

Royal Bank of Canada

- Coordinated with multiple departments to retrieve documents required to ensure timely funding of client mortgages
- Investigated and resolved errors of escalated mortgage files

### Order Management Specialist – Co-op

Sept-Dec 2019

Ritual

- Built trust and relationships with partners by handling inquiries effectively
- Worked with Engineering and Operations to streamline and scale processes
- Improved network of merchants by troubleshooting and resolving equipment and software issues

### Growth Coordinator – Co-op

Jan-Apr 2019

Hubba

- Acquired over twenty new clients through brand research and sales tactics
- Collaborated with sales team to design and execute growth strategies

### Outdoor Education Leader/Camp Counsellor

May 2016 - Aug 2018

Camp Muskoka

- Coordinated the whereabouts of approx. 200 campers, age 6-16