Oliver Oxton

E opo.xton@gmail.com   **P** (226)–606–2855   **L** Available to relocate!

Education

MA Philosophy   **2017–2018**
University of Waterloo, ON
BA Honours Philosophy; Minor: English Language & Literature   **2012–2017**
University of Waterloo, ON

Experience

Senior Product Specialist   **October 2020–Present**
Product Specialist   **March 2019–October 2020**
Jobber

   Technical support and product guidance for 'Service Providers' using Jobber, including advice and problem solving directly related to software performance, but also business needs and goals. Highly collaborative role including internal team problem solving, curation of messaging, co-ordinating priority problems and sharing product knowledge.

- Stakeholder representing user and team concerns in product design and 'sprint' planning (financial technologies, customer UX and development, platform stability)
- Testing and creating new team processes (internal, crossfunctional and customer facing)
- Data collection, cleaning and formatting, and analysis
- Quality assurance testing on product design changes
- New hire onboarding. Hands-on directed training and material preparation.

Teaching Assistant   **Fall 2017–Summer 2018**
University of Waterloo Philosophy Department

   Responsible for communicating with students; public speaking in lectures; consistently holding office hours; collaboration with other TA's to ensure standardization; pre-class material preparation; and grading.

Student Computer Consultant   **Fall 2012–Spring 2014**
University of Waterloo IST, ResNet

   Technical support and troubleshooting for Staff and Students of the University of Waterloo, servicing various hardware and software. Particular responsibilities:

- Problem solving novel technical issues across computing platforms
- Active communication with clients regarding their service status
- Developing and delivering training material

Theatrical Technician   **Fall 2009–Summer 2012**
Brentwood College School, T. Gil Bunch Centre for the Performing Arts

Skills

Client and Team Communication; Customer Service; Technical and Logistical Problem Solving; Mentoring; Learning; Research and Analysis; Attention to Detail; Whiteboarding; Expectation Management; Confidentiality; Technical Writing

Service, Writing, Awards

'Semiotics Within Predictive Knowledge Architectures', RLDM, 2019

Masters Representative, *UWaterloo Philosophy Graduate Student Association*

President, *UWaterloo Undergraduate Philosophy Society*

Citizenship Award, *University of Waterloo Philosophy*, 2016

Jobber Student Careers Representative, *Startup Edmonton*
   Student career engagement for Jobber and the Startup Edmonton community.

Undergraduate Tribunal Representative, *UWaterloo USCA Tribunal*
   Committee undergraduate representative in confidential student appeals.

Philosophy Representative, *UWaterloo Arts Student Council*