

Anjelica Tizon

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PROFILE

A front-end developer with a strong foundation in agile, high-growth, B2B enterprise SaaS companies. My experience within Customer Success & Technical Support helps me build products and solve problems in a scalable way, while my graphic design and marketing background gives me an eye for design and usability. My curiosity for solving problems and understanding how things work fuel my commitment to ship clean, accessible, high-quality code.

SKILLS



JavaScript



jQuery



HTML5



CSS3



Sass



Accessibility



Git/Github



Firebase



JIRA



Adobe
Creative
Cloud



REST
APIs



Responsive
Design

PROJECTS

Album Explorer

React / REST API / CSS3 / HTML5

Working with the iTunes API, the app retrieves and displays all album information for a musician the user inputs. The results can be sorted by release date and each album links to Apple Music.

Trivia Time

React / REST API / HTML5 / Mob programming

A multi-player trivia game with a built in timer and scoreboard. Created using the Open Trivia Database and DiceBear Avatars API.

Juice Box Tox

jQuery / HTML5 / Sass

A random question generator that serves up interesting conversation starters, based on the selected category. The app aims to get users to think about the age-old question, "Is a hot dog a sandwich?"

EXPERIENCE

Manager, Professional Services

2018 - 2020 | Loopio

Promoted from Team Lead, Professional Services.

- Built, ran & coached an entirely new team dedicated to partnering software, integrations, technical implementation & tailored value-added services
- Worked with the Engineering team to help build resources and assist customer onboarding for integrations such as Salesforce, Microsoft Dynamics/Office, Slack, Chrome store & SSO (SAML 2.0 & Google)
- Maintained a team CSAT of 95.5% through detailed pain point identification & workflow analysis
- Acted as a member of the Go To Market team, focused on product-led growth, participating in 10 major feature releases

User Support Specialist

2017 - 2018 | Loopio

- Responded promptly to user questions through phone & email, trained users on product functionality & found solutions/workarounds for customers, obtaining an average CSAT score of 95%
- Supported the Account Executive team by acting as a technical expert to handle objections & collaborated with the Engineering team to scope technical requests
- Partnered with the Product Management & Engineering teams to gain technical understanding to create Help Centre articles, in-platform guides, videos & other self-serve resources
- Provided feedback to the Product Management team about product enhancements, & helped validate/groom JIRA backlog to address customer needs & pain points

EDUCATION

Web Development Immersive Certificate

Summer 2020 | Juno College of Technology

Bachelor of Technology

Graphic Communications Management |

Class of 2016 | Ryerson University