

C A R L O S C A N A S

COMMUNITY/PROJECT MANAGER

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(647) 376-3987

Profile

Aspiring Product Manager with a penchant for online communities.

Expertise

Community Management

Years of experience managing/supporting communities with millions of users.

Product Management

Keen eye for finding root problems and rallying stakeholders to figure out solutions.

Project Management

Proven ability to lead and manage a wide variety of design and development projects in team and independent situations.

Skills

- | | | | |
|------------------------|--------------|--------------------|---------------|
| • Spanish | • HTML | • Zendesk | • OS X |
| • Content Curation | • CSS | • Uservoice | • Windows |
| • Web/App Translations | • Javascript | • Google Analytics | • Omnigraffle |
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Experience

Wattpad

Team Lead, Support

Jan 2014-present

Trained and led lean team of Specialists that were able to punch above their weight in terms of volume, while maintaining awesome first response time and customer satisfaction metrics. Also acting as Community team's defacto Product Manager to help build out its operational infrastructure.

Wattpad

Interim Spanish Community Manager

Feb 2014-March 2015

Responsible for managing Wattpad's Spanish Community. Duties included but were not limited to: content curation, product translations, engagement with high profile users, providing cultural insights to rest of company.

Wattpad

Community Support Specialist

Feb 2013-Dec 2013

Responsible for providing direct support to Wattpad's community. Duties required direct contact with Engineers to define and escalate issues. Also developed the front-end of Wattpad's support site.

Canadian National Railway

Website Content Specialist

Nov 2012 - Feb 2013

Part of team responsible for QA and the migration of content to new corporate website.

Education

Ryerson University - Toronto, Canada

Certificate, Computer Programming Applications

University of Western Ontario - London, Canada

Dual Major, Economics and Political Science

Online Courses taken

Intro to Computer Science - Stanford

Product Management - Udemy

Intro to Mobile Design - Udacity

HTML, CSS, Javascript - Code Academy
