C A R L O S   C A N A S

COMMUNITY MANAGER

carloscanas87@gmail.com

(647) 376-3987

Profile

Multi-talented Community Manager with additional experience in Product Management. Expertise in finding real problems and developing solutions that are valuable, innovative, and successful. Collaborative and decisive with strong communication and interpersonal skills.

Expertise

Community Management

Years of experience managing/supporting Communities with millions of active users.

Product Management

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

People Management

Proven ability to engage teammates and lead them to accomplish long-term goals.

Skills

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

Experience

Wattpad

Team Lead, Support   Jan 2014-present

Trained and led lean team of Specialists to act as the voice of the Community with over 50 million users. Also acted as Community team's defacto Product Manager to help build out its operational infrastructure. During my tenure I was successful in accomplishing the following:

- Team first response time dropped from 50+ to under 24 hours.
- Average Customer Satisfaction rating increased from 80 to 92 percent.
- Product improvements were implemented that made it easier for users to find help while increasing our self service offerings.
- Also implemental various operational tools/processes that led to large improvements in employee productivity.

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.

- Curated list of 80 high quality stories that to this day are responsible for millions of views
- Trained and led team of engaged users that are currently moderating content and disputes in the Community.
- Increased product translation coverage from 75-95%

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

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