

I'm a hardworking and efficient individual with a passion for teaching and consulting others, and seeing them succeed in their goals. With a background in technical sales, support, and consulting, I'm able to speak with people in a confident, relaxed, and professional manner. My hobbies include digital illustration, video games, keeping an eye on consumer technology trends, and casually socializing with friends. My goal is to work in a fast paced environment with like-minded individuals and lead a team focused on delivering the best possible customer experience.

SKILLS

- Leadership
- Fluent in Windows, Mac, and iOS platforms
- Applications such as Salesforce, Close, Zendesk, JIRA
- Detail orientated
- Written and verbal communication

EMPLOYMENT HISTORY

PARTNER SUCCESS MANAGER/SUPPORT SPECIALIST, IT GLUE (KASEYA) September 2018 - January 2020

- Provided timely support and facilitated basic set up sessions via ticket submissions while maintaining a high ticket completion rate and an NPS score above 90.
- Within my first 7 months at the company I was promoted to Partner Success Manager. In this role, I managed an ongoing list of 80 clients, conducting training sessions and following up on a regular basis to ensure their onboarding project stayed on track.
- Implemented changes to the way our team tracked projects and how onboarding sessions were conducted. These helped provide clear, cross-team visibility into the projects status and ensured customers were getting a consistent experience.
- Worked closely with different areas of the business such as the sales, development, and product teams to ensure a great customer experience.

EXPERT/SPECIALIST, APPLE STORE CANADA

December 2011 - September 2018

- In my 7 years with Apple and finding solutions for customers, I averaged a customer NPS score of 81 (above the company average). Customers I connected with acknowledged my honesty, patience, and technical knowledge in our interactions.
- In 2012, I was the key leader in training sales specialist teams on mobile carrier contract policies and procedures leading up to the iPhone 5 launch. I grew a team of 6 specialists who could deliver complete carrier contracts and scaled it to all 50 sales specialists. This was accomplished by becoming familiar with different carrier web portals myself and then training others by shadowing their interactions with customers and providing feedback.

SENIOR SALES ASSOCIATE, BEST BUY CANADA

November 2008 - November 2011

- As a part-time seasonal hire in the Computer Department I recognized a business impactful opportunity within the open-box and clearance inventory process. I developed a streamlined system that allowed us to handle returns more efficiently and resell products quicker which increased our overall general margin.
- Within 6 months, my strong performance was recognized and I was promoted to Senior Sales Associate. I created business plans that directly impacted warranty attachments and store revenue. I was also responsible for monthly employee evaluations to ensure a consistent and effective buying experience for customers.
- In 2009 I joined a new team (Digital Imaging Department) and was responsible for taking the existing business plans in other departments and ensured that this team performed as well as the computer department with best practices, consistency, and overall performance.

QUALITY ASSURANCE, EA GAMES

June 2008 - November 2008

EDUCATION

ART INSTITUTE OF VANCOUVER, BURNABY BC

October 2006 - June 2008

Graduated with a Diploma in Game Art and Design with Foundation for Design. Course included training with industry standard applications such as Photoshop, Maya, and 3D Studio as well as traditional art and design.