

Ada F. Lovelace

Downtown core, Toronto, Ontario . (647) 573-3735 . lovelace.af@gmail.com
<https://github.com/flovelace/>

Profile

- Product Liaison turned full-stack developer committed to developing amazing software with an outstanding user experience through technical expertise with a customer-centric focus. An adaptive and intuitive thinker who pays attention to detail, and strives to find solutions by looking outside the box.
- Experience working in both large and established tech companies, and small start up environments.

Skills

- HTML5
- CSS
- Git
- JavaScript
- Bootstrap
- Node.js
- SQL (Sequelize)
- noSQL (MongoDB/Mongoose)
- Web Services API / RESTful API / GraphQL
- Object-Oriented Programming
- Object-Relational Mapping
- Looker (SQL)

PROFESSIONAL EXPERIENCE

Naborly

Toronto, Ontario, Canada

Product Liaison

Feb 2021 - Present

Team Lead

Jul 2020 – Feb 2021

Customer Support Agent

Jul 2019 – Jul 2020

- Transitioned to Team Lead, and then Product Liaison in 2021.
- Tracking, replicating, resolving, and reporting bug/user experience issues to engineering team via Atlassian JIRA.
- Participating in product development and assessing the priority of bugs and product enhancement with engineering team.
- Using Looker for data analysis to create actionable customer journeys (loyalty, retention, “stickiness”) for product development.
- Creating automated and single-send API email campaigns for customers on Hubspot.
- Webmaster for Hubspot marketing website and Hubspot blog (HTML5, JavaScript, JINJA, HUBBLE, CSS3)

Fleet Complete

Toronto, Ontario, Canada

Technical Support Analyst

Aug 2017 – May 2019

- Answering inbound phone calls from clients, and performing outbound correspondence calls.
- Corresponding with clients and the company via email and live chat using appropriate business tone.
- Troubleshooting, re-programming, and re-calibrating GPS units remotely (Ruby).
- Creating and managing client technical tickets on Microsoft Dynamics, Salesforce and ZenDesk.
- Training and assisting clients with software usage and hardware maintenance.
- Proactively analysing reports to identify and determine trends in problematic hardware/software.
- Handling escalations from internal departments and junior agents to provide a timely resolution.
- Using conflict resolution and negotiation tactics to de-escalate challenging client interactions.

OTHER EMPLOYMENT

IndigoSpirit (Royal Bank Plaza)

Toronto, ON, Canada

Customer Experience/Operations & Visual

Feb 2017 – Aug 2017

Chapters (Indigo)

Markham, ON, Canada

Head Cashier

Mar 2016 – Feb 2017

WrightSport

Thornliebank, Scotland

Ecommerce & Social Media Administrator

Apr 2015 – Jun 2015

CeX (WeBuy.com)

Glasgow, Scotland

Ecommerce & Senior Sales

May 2012 – Mar 2015

EDUCATION

UNIVERSITY OF TORONTO

Toronto, ON, Canada

Full Stack Web Development

2021 – 2022

UNIVERSITY OF STIRLING

Stirling, Scotland

PhD Candidate in Victorian Literature & Culture (Incomplete)

2010 – 2012

UNIVERSITY OF STIRLING

Stirling, Scotland

Mlitt in the Gothic Imagination with Merit

2009 – 2010

UNIVERSITY OF STIRLING

Stirling, Scotland

BA (Hons. First Class) English Studies

2005 – 2009