

Jordan Handy

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Summary

Highly motivated Microsoft and AWS-certified Senior Technical Analyst and Project Manager with 6+ years in the IT industry, excelling in delivering efficient and effective managed service to thousands of customers over the course of my career. I thrive in being able to share my knowledge with others and work cohesively as a team member, and to empower organizations to deliver impactful products and services. I endeavour to complete projects on time, on budget, resulting in exceeded expectations upon delivery, accompanied with thorough documentation.

Core Competencies

Cross-functional Collaboration
Stakeholder Relations
Ecommerce Platforms
Project Management
Team Leadership
Technical Analysis

Incident Response
Strategic Planning
Cloud Services
API Building / Interfacing
Platform Administration

Project Scope & Requirements
Technical Documentation
Agile Methodologies
Prioritization
Full Stack Development
Powershell Scripting

Work Experience

Varicent (March 2021 - Present)

Data Integrity Inc. (April 2018 - March 2021)

Senior Technical Analyst and Service Desk Manager

- With a high level of self-awareness and ability to take ownership in ambiguous situations, I manage a team of analysts to consistently exceed and improve upon KPIs year-over-year, supporting dozens of customers
- Continual improvement and a constant drive for innovation allows me to be able to deliver highly complex solutions on time, on schedule, and on budget, while driving improvement to multiple business processes, reducing overall repeatable time and effort
- Many years of experience in building a team from the ground up. Entrusted to take ownership and build teams as I saw fit, with its sole purpose to initially support one large government contract.
- Internal application development culminating in the delivery of internal project tracking systems that saved hundreds of hours in cumulative audit paper-trail collection work
- A deep understanding of how customer business models function, and how it serves to achieve primary goals and objectives, having worked for many SaaS businesses, and serve many SaaS businesses as clients
- As the Lead for the Service Desk team, I need to consistently exhibit strong interpersonal, communication, and situational adaptability skills to lead the team effectively, and pivot where necessary to enable positive interactions and deliver great service
- Built a robust understanding of how to create and position value propositions to prospective customers and clients, and explore the reasons why they can increase profitability with our support and assistance
- Implemented large-scale mobile management solutions, security and compliance initiatives, and data retention standards across multiple organizations. This required communicating with many business stakeholders, colleagues, and organizations across a multitude of disciplines to deliver exceptional services

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- Cross-functional collaboration with third-party vendors, excelling in both Client and Business Relationship Management

Sears, Canada (March 2017 – October 2017)

Project Manager and Systems Administrator

- Effectively brought to life the “Sears Pop-Up Store” on Queen St. W, which brought in hundreds of customers to the Sears popup store, to change the brand perception surrounding the failing hardware store
- Manage many projects with the ability to prioritize and deliver accordingly
- Business analysis with many different vendors and stakeholders, driving profitability to Sears while maintaining vendor alignment
- An integral part of the POS replacement project team, and systems analysis in migrating from mainframe to cloud, with the existing point-of-sale, before the final closure of all Sears stores across Canada
- Lead trainer for Beta-testing associate training on the new POS platform
- Oversee Sears’ POS operations with pop-up shops and retail locations, to ensure effective operation.

Shopify (January 2016 – February 2017)

Support Lead / Incident Response

Further responsibilities included:

- As a Support Lead in Incident Response, I oversaw the execution of everyday customer service activities for groups of 5+ customer service advisors at any given time.
- Coached the advisors on effective practices in the management of their incident and request queues, and served as an escalation path when customers were not satisfied with the level of service they received.
- I trained advisors on the importance of proper service etiquette, de-escalation techniques, the concept of “under-promising and over-delivering,” service to customers
- Incident Response, mitigation, and management
- Interfacing directly with the training team developing new training programs for incoming customer service representatives, leading to a marked improvement when handling customer service calls
- Interfacing directly with the Better Business Bureau, helping to decrease the overall load of escalated queries by helping customers see more transparently into Shopify’s practices

Education

Queen’s University (September 2012 – June 2015)

- Bachelor of Computing
- Bachelor of Computing (Honours) – Computer Science

Trent University (September 2011 – April 2012)

- Bachelor of Science - Computer Science

Certifications

AXELOS - Certified in ITIL v4

Amazon - AWS Certified Solutions Architect - Associated

Government of Canada - RPAS Recreational Certified

Government of Ontario - Licensed Private Investigator

Microsoft - Modern Desktop Certified Associate, Enterprise Administrator Expert

Salesforce - Certified Administrator

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Technologies & Languages

Microsoft 365 Cloud Technologies

Amazon AWS

Salesforce CRM

HTML, CSS, Javascript

App development with Python, PowerShell, Ruby,
Node.js

Notable Projects

- Managed Service Desk Rollout for Ontario Cannabis Store
- Sears Canada opening of their popup shop on Queen St. W., in Toronto, Ontario
- Shopify Incident Response Team, working to boost global customer retention for customers thinking of leaving the platform