

# Jonathan Chu Lo

✉ jonathan.chulo@icloud.com    🌐 levogirar.com

Aspiring product manager. Proven records of successfully launching products while working with cross-functional teams including developers, designers, and marketers. Ability to take deep dives into details, capture findings, then simplify complex topics to communicate with stakeholders.

---

## EXPERIENCE

### SHOPIFY INC

**Montreal, Canada**

Key Accounts Sr Support Specialist

Sep 2021 - Present

Plus Support Specialist

May 2021 - Sep 2021

- Demonstrated exceptional technical expertise and leadership by providing top-notch platform, front-end, and API support to some of Shopify's largest and most prestigious merchants, including Skims and Glossier.
- Introduced new weekly rituals with teams to share learnings and improve the quality of support.
- Effectively communicated merchant feedback and feature requests to internal teams in a concise and actionable format.
- Top performer in the team with two consecutive high positive impact reviews in 2022.

### WUWANA

**Montreal, Canada**

Founder and Web Designer

Aug 2020 - Jan 2021

- Passion project to help aspiring entrepreneurs to find local suppliers.
- Conducted UX research and interviews with small merchants and key stakeholders like PME MTL.
- Effectively scoped product features and seamlessly communicated requirements to developers across multiple time zones.
- Designed and developed on the front-end code with the following tools and languages: Figma, Github, VSCode, HTML, CSS, and JavaScript
- Earned selection to participate in the Citizen Bootcamp 2021 cohort, a startup accelerator program funded by Citi Bank.

### DOGGY BATHROOM

**Montreal, Canada**

Operations Manager

Jan 2019 - Jul 2020

- Launched the Kickstarter project and left with over CAD \$20,000 monthly average revenue.
- Created and maintained daily and weekly dashboards tracking the inventory levels and performance of all of our products.
- Owned the development and launch of the new product line, Pickup Bags.
- Managed the project to find and select suppliers of shipping boxes in the USA, and distribute them to our fulfilment centres in Pennsylvania and California.
- Forged valuable relationships with shipping partners, skillfully negotiating rates to deliver an average of 20% savings on shipping labels, resulting in a significant impact on the company's bottom line.

---

## EDUCATION

### JUNO COLLEGE

**Canada**

UX Design Bootcamp

Aug 2022 - Oct 2022

- Created case study for YYoga to improve the signup flow for first time users.

### UNIVERSIDAD DE DEUSTO

**Spain**

Accelerated MBA

2020 - 2021

- Earned a highly coveted full scholarship with the Wuwana Project, selected among thousands of applicants as one of only 25 projects chosen.

### CONCORDIA UNIVERSITY

**Canada**

Bachelor of Commerce

2016 - 2019

*Major in Marketing, Minor in Finance*

- Graduate with distinction (Cum Laude).
- Volunteering: Access Center for Students with Disabilities.
- Exchange semester: Learning Behavioural Economics & German at Universität Mannheim.

---

## SKILLS AND TOOLS

- **Product:** Asana, Basecamp, FigJam, Shape up, SQL.
- **Design:** Figma, UI/UX design, Usability Tests, User Research, Personas.
- **Development:** Github, Visual Studio Code, Postman, Splunk, HTML, CSS, JavaScript.

---

## AWARDS AND RECOGNITIONS

- **Beta Gamma Sigma (2019):** Recognition of the top 10% of students in the Business Faculty.
- **Dean's Honour List (2018):** Recognition for outstanding students with a minimum annual GPA of 3.75.
- **Le Château Store Scholarship (2018):** Single annual scholarship awarded to the top undergraduate student in Marketing.

---

## ADDITIONAL INFORMATION

- **Languages:** English, Spanish, French, German (A2), Cantonese, and currently learning Mandarin (HSK 1).
- **Other Activities:** Dragon-boat (pacer), photography, volunteering at Friendship Circle Montreal and Evangel Church Montreal.