

Jonathan Chu

Spanish (Native), English (C2), French (C1),
Cantonese (A2), German (A1)

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WORK EXPERIENCE

Senior Support Specialist May 2021 - Present
Shopify, Montreal.

Our goal is to ensure Shopify's largest merchants receive best-in-class support and make an impact on both regional and global scales. The role combines technical knowledge and interpersonal communication. We develop empathy for our merchants and advocate for them to different teams.

Using chats, phone calls and emails, I listen, teach, problem solve and explore growth opportunities with Shopify merchants. Now I work closely with developers and partners to solve the technical issues of the largest merchants in the platform.

Founder, Wuwana, Online. Aug 2020 - Jan 2021

wuwana.com is a search engine that provides listings for local businesses. The goal is to create a business-to-business platform to connect local companies. My role was to design, write the front-end code of the website and manage the project roadmap.

Tools: HTML5, CSS3, JavaScript, Github, Figma, Visual Studio Code

Operations Manager Jan 2019 - Jul 2020
Doggy Bathroom, Montreal.

[Doggy Bathroom](http://DoggyBathroom.com) is a direct-to-consumer pet supply e-commerce. I was an active member of the early stages of the company and helped define and develop the company's initial funding strategy. Additionally, I worked on the supply chain, from communicating with our manufacturing partners to negotiating shipping rates with American and Canadian carriers. I also planned and deployed social media campaigns, Email Marketing, and communicating with our customers daily.

Customer Service Representative Feb 2016 - Jan 2018
Scotiabank, Montreal.

I empowered customers to take ownership of their financial situation by simplifying and untangling complex financial concepts. Some of my tasks include promoting and explaining Scotiabank products and services, assisting the branch' goals and quotas, and resolving client inquiries.

OTHER EXPERIENCE

VP Internal, Concordi'ART, Montreal. Jan 2018 - May 2018

Concordi'ART is a student-run organization that promotes artistic vision in corporate culture and entrepreneurial spirit in the art community. My responsibilities entailed scheduling meetings, organizing events, collaborating with different disciplines, and communicating with the university administration.

Tutor, Concordia University, Montreal. Oct 2017 - May 2019

With Access Center for Students with Disability, I taught Financial Accounting (COMM 217), Fundamental Mathematics II (MATH 209), and Financial Math.

Community Manager May 2015 - Jun 2015

Igloo Design (Internship), Montreal.

Igloo Design was an interior design agency focused on residential dwellings. My internship involved managing its social media presence, designing and creating visual content, and using data to discover and evaluate new sales channels. My impact was starting a new online presence in the popular social media for home designers, Houzz.

EDUCATION

Juno College, Canada. Aug 2022 - Oct 2022

UX Design, this course taught me the process of enhancing user satisfaction. I've learned how to improve the usability, accessibility, and enjoyment of the user experience with technology products.

Universidad de Deusto, Spain. Nov 2020 - Oct 2021

[Citizen Bootcamp](http://CitizenBootcamp.com), a condensed MBA led by Citi Bank and Deusto Business School. Focus on Entrepreneurships and Innovation.

Universität Mannheim, Germany. Jul 2018 - Dec 2018

Exchange semester 2018. Courses include German Language, Economics, and Marketing.

Concordia University, Canada. Sep 2016 - May 2019

Bachelor of Commerce, Major in Marketing, Minor in Finance. Cum Laude graduate.

AWARDS AND RECOGNITION

Beta Gamma Sigma, 2019 - Recognition of the top 10% of students in the Business Faculty.

Dean's Honour List, 2018 - Recognition of minimum annual GPA of 3.75.

Le Chateau Store Scholarship, 2018 - Scholarship available for Marketing students.

Golden Key International Honour Society, 2017 - Recognition of the top 15% of the university wide student body.