

Jonathan Chu

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

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WORK EXPERIENCES

Plus Support Specialist Jul 2021 - Present
Shopify, Montreal.

Support the largest merchants with their unique and complex situation while delivering a white-glove service.

Support Advisor May 2021 - Jul 2021
Shopify, Montreal.

Using chats, phone calls and emails, I'm there to listen, teach, problem solve and explore growth opportunities with Shopify merchants.

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

Doggy Bathroom is a direct-to-consumer pet supply e-commerce. 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 communicate with our customers daily.

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

I was responsible for promoting and explaining Scotiabank products and services, assisting the branch goals and quotas, and resolving miscellaneous client inquiries.

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, creating visual content, and discovering new media channels.

Administrative Assistance May 2015 - Jun 2015
Ou Yun Fu Comm. Co., (Internship) Guangzhou.

Ou Yun Fu Comm. Co. is an export company based in Guangzhou. I assisted the procurement director on purchasing decisions, quality control, and calendar management.

OTHER EXPERIENCES

Founder, Wuwana, Online. Aug 2020 - Present

wuwana.com is a search engine that provides listings for local businesses. The goal is to create a business-to-business platform used to connect local companies. I work on the front-end of the website and manage the project roadmap.

Source code: <https://github.com/wuwanahq/wuwana2>

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

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 arts community. My responsibilities entailed scheduling meetings, organizing events, and communicating with the university administration.

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

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

EDUCATION

Universidad de Deusto, Madrid. Nov 2020 - Present

Citizen Bootcamp, a condensed MBA led by Citi Bank and Deusto Business School.

Universität Mannheim, Germany. Jul 2018 - Dec 2018

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

Concordia University, Montreal. Sep 2016 - May 2019

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

LaSalle College, Montreal. Sep 2012 - Jun 2015

Business Management program (DEC).

AWARDS AND RECOGNITIONS

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.

Nomination to the **Scholarship Excellence, 2013** - Recognition of the top 3 students of the Business and Technology Faculty in LaSalle College.