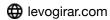
# Jonathan Chu Lo

ionathan.chulo@icloud.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** Founder and Web Designer

Montreal, Canada

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, <u>Pickup Bags</u>.
- · 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

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 2020 - 2021

Canada

Accelerated MBA

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

projects chosen.

Canada

Bachelor of Commerce

**CONCORDIA UNIVERSITY** 

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.