



CUSTOMER SUCCESS SPECIALIST

EXPERTISE IN ENHANCING CUSTOMER EXPERIENCE | RELATIONSHIP BUILDING WITH KEY PARTNERSHIPS |
| SOLUTION-ORIENTED | STRONG INTERPERSONAL SKILLS

Highly skilled and customer-oriented professional with a proven track record of achieving outstanding results in customer success roles. Adept at driving revenue growth, maximizing profitability, and implementing continuous improvement strategies. With strong leadership skills, business acumen, analytical abilities, and an agile mindset, I can lead high-performing teams to success. Experienced in delivering substantial change, exceeding company metrics and quotas, and achieving exceptional business results. Equipped with a strong work ethic, professionalism, sense of responsibility and leadership, and a history of dependability.

Technical Skills

- Skilled in data analytics and reporting tools, including Google Analytics and Tableau.
- Able to use customer feedback platforms, such as SurveyMonkey and Qualtrics, to gather and analyze customer insights.
- Familiarity with sales automation tools, such as HubSpot and SalesLoft, to manage customer interactions and leads.
- Proficient in customer support software and ticketing systems like Zendesk.
- Experienced in troubleshooting technical issues and providing technical support to customers.
- Skilled in social media management tools, such as Hootsuite to monitor and engage with customers.
- Familiarity with e-commerce platforms, such as Shopify and WooCommerce, and payment processing systems, such as PayPal and Stripe.

Programming languages

- Proficient using Python, VBA, and Excel.
- Familiarity with programming paradigms like Object-Oriented Programming (OOP) and Functional Programming (FP).
- Knowledge of web technologies such as HTML, CSS, and JavaScript frameworks like React and Angular.
- Experience with version control systems such as Git.
- Understanding of databases like MySQL or MongoDB.

Tools and Frameworks

- Knowledge of development tools like Eclipse, IntelliJ and Visual Studio Code.
- Familiarity with frameworks like Django.
- Proficiency in deploying applications to cloud services like AWS, Azure, or Google Cloud.
- Deep understanding of the ETL processes and tools.

Software

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|--------------------------|----------------|
| • Microsoft office suite | • Asana |
| • Microsoft Dynamics 365 | • Qualtrics |
| • Zendesk | • SurveyMonkey |
| • Slack | • Google Forms |
| • Microsoft Teams | • Tableau |
| • Salesforce | • Power BI |

Projects

Customer Satisfaction Improvement Program | Implemented

Project Manager

- Improve customer satisfaction rates by implementing new processes, providing employee training, and utilizing feedback mechanisms.
- This project aimed to increase customer satisfaction and loyalty by addressing customer concerns and enhancing their overall experience. As the Customer Experience Manager, I was responsible for gathering and analyzing customer feedback, identifying areas of improvement, and overseeing the implementation of new strategies to address these concerns.
- Tools/Languages: SurveyMonkey, Tableau, Excel, Asana



Omnichannel Retail Customer Experience | Implemented

Project Manager

- Create a seamless omnichannel shopping experience for customers, integrating both online and offline channels.
- This project aimed to develop a consistent and high-quality experience across all touchpoints, fostering customer satisfaction and loyalty. As the CEO of the website, I was responsible for coordinating with various areas of the website, ensuring a cohesive customer journey, and monitoring the effectiveness of the omnichannel strategy.
- Tools/Languages: Google Analytics, Salesforce, Asana, HTML/CSS, Python.

Safety and Regulator Compliance Initiative | Implemented

Project Manager

- Developed and implemented a comprehensive safety and regulatory compliance program for the lab.
- The project ensured that the lab adhered to industry standards, government regulations, and environmental guidelines. As the Shift Supervisor, I was responsible for evaluating current safety practices, developing new safety protocols, and providing training to staff on safety and compliance matters.
- Tools/Languages: Excel, Word, PowerPoint, Tableau.

Lab Equipment Procurement | Implemented

Project Manager

- Researched, pitched, procured and installed lab equipment to increase laboratory scope.
- The project improved the lab's technical capabilities and streamlined processes by introducing new equipment. As the Shift Supervisor, I was responsible for researching, selecting, and negotiating with vendors, overseeing equipment delivery and installation, and coordinating with the lab team to ensure proper setup and calibration.
- Tools/Languages: Excel, Word, PowerPoint, Asana, Power BI, Outlook.

Professional Experience

E-Commerce Manager – Self employed

July 2018 – October 2022

- Boosted sales by 30% and customer satisfaction by 25% through effective management of Amazon and other marketplace platforms for a self-owned cellphone accessories store.
- Developed Customer Success Plans, leading to a 20% increase in customer adoption and growth by aiding customers in achieving their objectives.
- Utilized Google Analytics for customer insights, resulting in a 25% increase in conversion rates and a 15% increase in average order value.
- Led an SEO strategy, improving organic search rankings and increasing website traffic by 10%.
- Resolved customer service issues efficiently, reducing customer complaints by 20%.
- Enhanced customer retention by 15% through on-site optimization and improved customer journey.

Customer Experience Front End Assistant Manager – Walmart Canada

May 2021 – Aug 2022

- Contributed to Walmart's growth and success via strategic leadership and oversight to operations and visual presentation of a \$60M store, which include analyzing reports, economic trends, and community needs to respond to market changes while controlling expenditures.
- Demonstrated exceptional aptitude in amplifying uptake of store credit card program applications by 102%, increasing donations for charity campaigns by 135% through building and selling tiered food hampers, and lowering shrink throughout store by 5% over the previous year.
- Created a culture of collaborative and supportive teamwork that created commitment and resulted in a 94% retention rate.
- Represented 'voice of the customer' and provided internal feedback to ensure an exceptional customer experience.

Lead Customer Service Manager – Walmart Canada

Jan 2020 – May 2021

- Established high level of excellence in boosting customer satisfaction rates by over 154% through responding to inquiries and analyzing concerns to identify and instigate appropriate actions and soliciting surveys through variety of mediums, including telephone, and email.
- Streamlined Walmart Canada's processes through navigating day-to-day operations, implementing and monitoring KPIs on Tableau and Power BI, identifying and resolving discrepancies between inventory and stock records, and leading shrink audits to identify improvement opportunities.



- Integrated qualitative insights into continuous Improvement projects to align improvement to client experience and client-centric thinking.
- Developed a new knowledge base with updated FAQs, processes, and contact information, resulting in a 30% decrease in the time it took for new customer service representatives to become proficient in their roles.

Customer Solutions Specialist – Rogers Communications

Aug 2020 – Aug 2021

- Provided technical support to customers via phone, email, and chat with 95% success rate.
- Enhanced help desk ticket systems to include more information to properly prioritize and reduced solution time by almost 45%.
- Built Customer Success Plans, established critical goals, and aided customers in achieving their objectives, resulting in a 20% increase in customer adoption and growth.
- Provided support to customers on online services, contract issues, incident management, customer escalations and areas of service improvement, resulting in a 35% decrease in customer escalations.
- Researched Rogers suite of software and hardware created cheat sheets to better improve training for other associates.

Sales Associate – Fido Inc

Jan 2020 – Aug 2020

- Achieved sales targets for new and existing business sales, exceeding targets by 10% in the first quarter.
- Developed and maintained relationships with over 100 customers, closing deals with an 80% success rate.
- Collaborated with cross-functional teams to ensure a seamless delivery of services to customers, resulting in a 10% increase in customer retention.
- Generated and maintained accurate forecasts for accounts and provided this information to management on a weekly basis.

Shift Supervisor – Exova Canada

Sept 2014 – Aug 2017

- Created VBA macros to automate report generation and data processing tasks, resulting in a 40% reduction in time spent on these tasks.
- Developed user-friendly Excel templates with built-in calculations and data validation, improving accuracy and efficiency of data entry.
- Collaborated with team members to identify and resolve issues with existing VBA code, resulting in improved reliability and performance of applications.
- Implemented automated email notifications for critical business processes, reducing response times and improving overall efficiency.
- • Proactively reported any trending issues to the management team, resulting in the resolution of the issues before they affected more customers.

Additional Experience

Safety Team Lead – Walmart Canada | 2017 – 2021
Produce Department Manager – Walmart Canada | 2017 – 2020
Web Developer– Volunteer | 2017 – 2021
Shift Supervisor – Exova Canada | 2014 – 2017

Education

BSc Biotechnology – York University | 2014
CompTIA A+ - Self paced | 2022
CompTIA Network + - Self paced | 2022
AWS Certified Cloud Practitioner - Self paced | 2022
Data Analytics - UofT | 2023

Licenses & Certifications

First Aid – Canadian Red Cross | 2022 – 2024