

JEREMY GERVAIS

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Tech professional with 5+ years of customer relations

SKILLS

Customer Relations
POS and Cash Handling
Retail Operations
Merchandising
Technical Writing
Research and Analysis
Data Entry
E-Mail
MS Office (Word/Excel/PP)

TECHNICAL SKILLS

HTML/CSS
JavaScript
JSON/AJAX/GraphQL
WordPress/WooCommerce
Contentful
Adobe Creative Suite
Sony Vegas

Frameworks/Libraries:

jQuery, Bootstrap, React,
React-Router, Gatsby, Vue,
Nuxt

Tools:

Version control (Git &
Github/bitbucket), SSH,
FTP, Trello, NPM, Gulp,
SASS, Browsersync, Git
Bash

LANGUAGES

English (Fluent)
French (Intermediate)

EDUCATION

B.A. of Psychology
York University
Completed 2017

EXPERIENCE

WEB DEVELOPER

Freelance

07.2020 – PRESENT; Toronto, ON

- Develop powerful and extendable full-stack applications for small businesses.
- Design websites using modern technologies such as React, Vue or with WordPress and Elementor.
- Consult with clients to determine the needs and scope of the project.
- Design mock-ups and prototypes in Adobe XD.
- Deploy and maintain projects after release.

SALES REPRESENTATIVE

Uptown Communications (Authorized Rogers Dealer)

11.2018 – 07.2020; Toronto, ON

- Keyholder; responsible for opening and closing duties.
- Explored customers' pain points and collaborate with them in order to find a solution based on the services we provide.
- Built and maintained relationships with clients in a way that promotes the brand and increases customer satisfaction (based on an NPS score of 90 over the past year).
- Recorded and analyzed sales numbers in order to develop strategies to hit daily, weekly, and monthly targets.
- Maximized sales opportunities by informing regular traffic of current limited time promotions and through employing personal callback lists for unclosed sales.
- Stayed up to date with the latest products, trends, and promotions in order to quickly close sales and instill confidence in the customers' overall decision.
- Assessed risk in order to deter fraudulent activities and safeguard account holders' information.

RESEARCH ASSISTANT

joeLAB

07.2016 – 07.2017; Toronto, ON

- Performed basic administration duties such as record keeping, data entry, filing, and sending internal and external emails.
- Responsible for onsite testing and video recording of subjects.
- Administered and rated psychological tests such as the MMSE, MDS-UPDRS, and PANAS-S, as well as conducted EEG recordings.
- Edited, analyzed, and critiqued journal articles prepublication.