

Nicole Provan

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Summary

Nicole is a dynamic and detail-oriented professional with over 10 years of experience across various technical and customer-facing roles, including risk management, technical support, and customer service. She has demonstrated excellence in customer service through effective communication, problem-solving, a commitment to achieving high levels of customer satisfaction, and has proven leadership abilities in training teams, leading process improvement initiatives, and managing key store operations.

Technical Skills

- Data Analysis and Reporting, Ecommerce Platforms, SQL, JavaScript, HTML/CSS, React

Soft Skills

- Customer Service, Communication, Attention to Detail, Problem Solving, Time Management

Work Experience

Shopify – Merchant Verification Specialist (Jan 2022 – May 2023)

- Played a vital role in risk management by ensuring strict adherence to KYC and AML regulations in accordance with Shopify's Terms of Service, developing a keen understanding of compliance within the ecommerce sector.
- Specialized in Shopify Payments, where I assisted merchants with verification issues and coordinated with our external payment processing partners
- Led initiatives to enhance internal knowledge and processes, directly impacting the efficiency and effectiveness of the Shopify platform
- Leveraged technical and programming abilities to create data reports, JavaScript shortcuts, and workflow automations.

Shopify – Support Advisor (Jun 2021 – Jan 2022)

- Delivered real-time support to merchants through a multi-channel platform, including phone calls and managing up to three concurrent chat conversations.
- Regularly reviewed knowledge base on Shopify's evolving features and services to provide up-to-date and informed support to merchants.
- Efficiently resolved a wide range of merchant inquiries, from basic platform navigation to complex technical issues, contributing to a high level of customer satisfaction.

Town of Oakville – Computer Hardware Technician (Dec 2019 – Mar 2020)

- Specialized in troubleshooting and repairing computer hardware systems, playing a critical role in maintaining the operational efficiency of office technology.

- Responded to tickets regarding software, licensing, and hardware requests, and assisted with computer imaging.
- Managed ink and toner inventory for the town, used intra-department mail to send ink and toner between town buildings, and put in order requests for more as needed.

EB Games – Senior Game Advisor & Keyholder (Sept 2018– Dec 2019)

- Managed key responsibilities including opening and closing the store, ensuring operational readiness and security.
- Regularly updated merchandising displays, aligning with company merchandising guidelines and requirements
- Delivered exceptional customer service both in-person and via telephone, addressing inquiries, guiding choices, and building rapport with a diverse clientele.
- Demonstrated extensive product knowledge, offering personalized recommendations and effectively handling customer complaints to ensure a positive store experience.
- Trained and mentored new staff on store protocols, product knowledge, and customer service excellence.

Harveys – Team Member (March 2018 – Sept 2018)

- Delivered exceptional customer service by greeting and serving customers in a timely, friendly manner, ensuring a positive dining experience for all guests.
- Skillfully operated kitchen equipment, adhered to safety standards, and maintained a clean and organized work environment to facilitate efficient operations.
- Collaborated effectively with team members to fulfill orders accurately and efficiently, contributing to the store's reputation for quality service.
- Managed inventory and restocked supplies, demonstrating attention to detail and the ability to anticipate needs.
- Resolved customer complaints with patience and empathy, applying problem-solving skills to maintain customer satisfaction and loyalty.

Robarts Library – Student Library Assistant (Sept 2015 – January 2018)

- Facilitated circulation of library materials using RFID technology.
- Organized library materials, including sorting books and emptying book drops.
- Assisted in library operations, including opening and closing procedures.
- Acted as a key point of contact, answering informational, directional, and library policy questions.
- Supported library operations by processing stack retrievals, search requests, and Downsview requests.
- Utilized SIRSI software to resolve circulation issues and trained new staff.

Faculty of Kinesiology and Physical Education – Membership Services (Nov 2014 – Oct 2015)

- Membership sales, program registration
- Provide information about our services and programs

- Reception for administrative, facility, and intercollegiate staff
- Respond to phone and email inquiries
- Assistance with other duties as needed

Toronto Symphony Orchestra – Patron Services (Sept 2013 – Oct 2014)

- Maintain knowledge of Tessitura Ticketing Systems, the Toronto Symphony, Roy Thompson Hall, and classical music
- Communication with customers via phones, email, and in person
- Ticket and subscription sales, ticket exchanges, mail duties
- Managing volunteers, patron concerns, ticket sales during concerts

Waitress/Server at Victoria College Event Staffing (May 2013 – September 2013)

- Arrange table settings and maintain a tidy dining area
- Assist with food and table prep before the event begins
- Set up buffets with food presentation standards and practices in mind, ensuring safe food handling performance
- Run food from the kitchen to the banquet hall on demand
- Check dishes and kitchenware for cleanliness and presentation and report any problems
- Serve plated dinners to guests and respond to requests for beverages, appetizers and other needs
- Carry dirty plates, glasses and silverware to kitchen for cleaning
- Provide excellent customer service to guests
- Communicate with banquet supervisor as well as other servers and event organizers
- Serve alcoholic and non-alcoholic beverages
- Open wine and take drink orders
- Clean up venue after event ends and assist with inventory, food storage and other closeout tasks

Food Service Production (Nov 2012 – August 2013)

- Provided excellent customer service and communication to students with questions or concerns regarding the food
- Responsible for opening and closing procedures in the dining hall
- Kept serving and eating areas clean, sanitary, and safe
- Ensured all items were stocked and accessible
- Retrieved dishes for dishwashing
- Required heavy lifting, equipment cleaning, and standing for long periods of time

Research Experience

Research Assistant (Nov 2016 – Sept 2017)

Supervisor: Dr. Michael Mack

Dr. Mack's research examined how attention interacts with memory during the learning process, and uses behavioural, computational, and neuroimaging methods in his research. I

assisted Dr. Mack with running participants for studies conducted in his lab, and other various tasks as assigned, such as completing ethics forms.

Undergraduate Researcher (July 2015 – Apr 2016)

Supervisor: Professor Ian Spence PhD, University of Toronto

Project: Visual Spatial Working Memory

My study examined interference in visuospatial working memory. In the past it has been found that visual interference leads to forgetting. In research designs this is measured using a visual pattern in the centre of the interference interval. These interference intervals varied in length, but the disruption occurs right in the middle of the time interval. My study sought to find out if manipulating the timing of the disruption would affect the intensity of forgetting (i.e. we manipulated the disruption so that it doesn't always occur in the centre of the interval). This study results were null, but there was a significant difference between genders (male/female).

Research Assistant (Apr 2013 – May 2016)

Supervisor: Professor Jordan B. Peterson PhD, University of Toronto

Highlighted Duties: data coding, SPSS analysis, running participants, data entry, data collection, designing coding scheme, H-index, Pro-index

I have been involved in a large number of studies in Professor Peterson's lab. I have listed the studies where I have had largest involvement in.

Volunteer Experience

Girls Learning Code – Summer Webmaking Camp Volunteer Mentor (August 2018)

- Taught girls aged 7-12 HTML and CSS in groups of four
- Helped girls with troubleshooting and taught them critical thinking and problem solving skills
- Assisted in teaching about circuits and helped them make their own paper circuits
- Supervised during lunch time and managed behavioural issues during class

Healthy Minds U of T – Founder and President (October 2016 – December 2017)

- Oversaw the operations, management, and success of the organisation and that all events and operations stay true to the mission and vision of the organization
- Responsible for recruitment, hiring, and management for a team of 10 executives
- Lead program planning and collaboration with other organizations
- Held authority over all financial matters and decisions
- Presided over board meetings as well as general meetings
- Compiled reports on event success, organization success, and financial matters

Education

- Honours Bachelor of Information (BI) – University of Toronto
- Computer Programming College Diploma (Dip) – Sheridan College