

EXPERIENCE

Client Service Representative at WorkSafeBC from January 2018 - Present

- Organized, prioritized, and managed a high-volume workload that requires multi-tasking and frequent interruptions.
- Lead project and scaled capacity by 300% by reiterating processes by integrating feedback from clients.
- Adjudicated and managed new and ongoing claims for injured workers.

Talent Marketer at Axiom Zen from March 2018 - December 2018

- Expanded Axiom Zen's online presence using digital marketing to attract global top talent.
- Partnered with universities, venture capital firms, and community organizations to amplify brand influence and reach.
- Lead transition from Greenhouse to Lever by coordinating data migration, website implementation, and training.
- Lead and implemented HTML and Javascript code changes for A/B testing enabled redesign of Careers page.

Customer Care Agent at WorkSafeBC from July 2017 - March 2018

- Acted as the first point of contact for injured workers, the medical community, employers, and others.

Research Lead at Riot Games from November 2015 - January 2018

- Built documentary film roadmap based on product strategy and vision, ensuring on-time delivery of items.
- Produced marketing tactics to feed research funnel for story ideation, exceeding expected responses by 1400%.
- Lead localization initiatives to broaden research funnel, coordinating nine teams globally as subject matter expert.
- Owned the communication pipeline for over 80 candidates to coordinate internal expectations from stakeholders.
- Developed pitches out of interviews with potential documentary subjects in preparation for C-level greenlight meetings.
- Assist production leading up to and on shooting days, and post production with refinement prior to shipping the product.
- Ultimately delivered a four part documentary miniseries, Live/Play, that has garnered over 3 million views on YouTube.

Marketing Coordinator at Westminster Savings from April 2014 - June 2015

- Support marketing campaigns by managing project coordination, coordinating media buys, and tracking budgets.
- Supported marketing efforts for retail branches, business development and community events as subject matter expert.
- Propositioned and reviewed RFP's from multiple external stakeholders to develop complete project roadmap.
- Executed product marketing initiatives by liaising with internal and external stakeholders to deliver marketing collateral.

SKILLS

Digital

HTML / CSS
Adobe Creative Cloud
Google Analytics

Workflow

Atlassian Suite
Github
ZenHub

Certifications

MITx: Intro to Computer Science and Programming Using Python
Google Analytics Certification
HubSpot: Inbound Marketing

EDUCATION

Simon Fraser University Sept. 2008 - June 2013

Bachelor of Arts, Communications
Minor in Publishing