

Jason Ellis | CV

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Jason here.

I'm a hard-working human that loves animals, people, outdoor adventures, coffee, languages and technology. Now completely bilingual in English and French, I moved by myself to Quebec City in February 2008, and finished my high school diploma in French, then got my college diploma (Cégep).

I care deeply about providing exceptional customer service and listen with intent and understanding.

I approach everything I do with love, care, a smart attention to detail, and unsettled enthusiasm.

Work | School | Other Projects

Work.

Industrielle Alliance

- My current role as a bilingual support analyst.

Wuxly | Client Relations Specialist, Retail and Backup Photographer

September 2023 - July 2024

- Handle logistics in the warehouse around returns and exchanges
- Manage client relationships through Richpanel
- Advocate for Wuxly at plant-based events and share the story behind our brand with potential buyers
- Helped the lead photographer capture stills at events for branding and social.
- Worked to bring traffic to our Oakville and Toronto retail environment and was responsible for the opening and subsequent closing of the Oakville retail pop-up location.

Vegandale | Vendor Permit Specialist Contract

December 2022 - June 2023

- Responsible for permitting vendors across six cities: Chicago, New York, Los Angeles, Miami, Toronto and Dallas
- Helped create new systems to scale Vegandale across more cities (i.e. automating specific vendor permitting tasks using newer technologies)
- Worked closely with the creative and marketing team on ways to promote veganism at our cities

Senior Support Specialist | Commercial Accelerator @ Shopify

August 2018 - June 2022

- Working with teams and projects to experiment new ideas, that we can potentially bring to scale
- Incubate ideas that can help merchants succeed.
- Navigate a brand new team and be a part of its inception
- Proactively identify areas of focus and risks and work with peers and stakeholders to remove roadblocks
- Leverage my teamwork skills to provide mentorship, guidance and feedback to others

Migration Specialist @ Shopify

- Engage in dynamic conversations with merchants on leveraging the value of Shopify for their business

- Built resources to help Support Advisor's position better options to merchants when replatforming
- Help tackle the core pain points merchants face with transitioning from one platform to another
- Help cushion the challenges around content movement
- Educate merchants on how they can integrate Shopify into their business, as well as the different options we offer
- Help existing businesses find growth funnels within their new home @ Shopify and take advantages of resources like the Shopify Compass

Support Advisor @ Shopify

- Support people, businesses and teams already invested in our platform go beyond
- Introduce newcomers to our platform and how it can be an anchor and force for your business
- Take ownership of technical issues and escalate when required
- Liaison with other departments to ensure merchants are always up to speed
- Educate people on how to use the Shopify for their business and what options are best for them now and down the road.
- Work to get the technology out of the way so the entrepreneur can focus on building the business and sharing their passions with the world.
- Work with new advisors to help set them up for success through shadowing and mentoring. When mentoring, I followed the official mentoring rubric as well as abided by the QA verbiage to align with expectations required in Advisorland
- Encouraged advisors to increase their growth conversations through sharing growth wins in our Slack channel throughout the day.

Applicant Analyst @ OUAC

May 2017 - June 2018

- Responsible for answering calls from applicants regarding simple and complex problems
- Assisting applicants understand how to navigate their online application and providing assistance with technical-related issues
- Liaising with other departments (transcripts and undergraduate) to respond to more complex inquiries
- Multi-tasking between email and spoken discourse to ensure that applicants get a timely answer to their inquiries
- Attempting to reproduce issues applicants have expressed with their applications and providing applicants workarounds
- Gave presentations to agents on how to handle technical requests from applicants and users of our website

Bilingual CSA @ Camis

June 2012 - January 2017

- Responsible for internal agent support and French help desk calls
- Efficient management of call centre ticket queue (including customer inquiries, web comments and software tickets requiring call centre input)
- Handle complex customer escalations and create resources for other CSAs
- Created resources to help enhance the agent experience (i.e. From the CSA Desk)
- Detailed reporting on Live Help Now and Escalations as well as identifying how to reduce escalations
- Management of occupancy on call centre floor during times when day management is not available
- Continued professional development by working with other departments to improve call centre experiences for agents.
- Assisted in the creation of a call centre BOT and Camis' first ever AI assistant
- From 2012 - 2014, I worked as a Bilingual Call Centre Agent, where I handled front-line customers with their camping reservations requests before being promoted to CSA in the summer of 2014.

Bilingual Bank Teller @ Desjardins

November 2009 - January 2010

Sailing Instructor @ Sail Canada

Summer of 2005 and 2006

School & Early Life.

Champlain St. Lawrence. Québec. 2011-2014

- Diplôme d'études collégiales (College Diploma)
- Lead role in school play, Unity 1918
- Founder of What's Up, school newspaper

Other Projects

- Animal rescue and fostering
- Photography in nature and street