

PROFESSIONAL EXPERIENCE

Oristand, Customer Success + Fulfillment Manager | 2016-Present

After their big launch in 01/2016, I got this new start-up from an inbox of 3,000 emails to 0 in one weekend. With empathy and a strong passion for customer delight, I built Oristand's customer success from the ground up, ensuring the happiness of 25,000+ customers in one year. As lead of fulfillment and member of the marketing strategy team, I ensure QA, research customer needs, and help open sales channels such as Amazon.com.

Support Driven, Member + YVR Meetup Organizer | 2017-Present

Support Driven is a community of 2000+ folks who care deeply about support. I voluntarily organize Vancouver Meetups, edit the community wiki, and am working on a JTBD project with the founder.

Finn.ai, Freelancer | 2016-2017

Utilizing my scrappy and meticulous organizational skills and basic knowledge of HTML, I periodically assisted this fintech startup with analytics, lead generation, and documentation.

The Dance Dojo, Digital Marketing Assistant | 2015-2016

As a learning story-teller with an interest in psychology, I voluntarily assisted with community engagement of over 1000+ students to increase conversions at this online dance school start-up.

Kelowna Community Resources, Project Manager | 2013-2015

I brought together and built strong relationships with 30+ distinguished community leaders (including professors, CEOs, nonprofit leaders, etc.) and successfully designed and launched strategic plans for immigrant inclusion and settlement in the Central Okanagan.

I designed and facilitated engaging life-skills workshops and events for immigrants (increased average attendance by 80%) and increased traffic on social media outlets as the online community manager. I created policies and interpreted in Spanish and German for the Translation Services department saving HR costs by 16% per week.

School District No. 23, Program Coordinator | 2013-2014

I mediated, resolved conflict, and developed strong relationships with 90+ international students, 100+ homestay families, four schools, and 15+ international agents. I re-designed and implemented department policies.

UBC Okanagan, German + ESL Program Assistant | 2011-2013

I designed and taught German and English language and cultural curriculum to 30+ students per class.

FORMAL EDUCATION

University of British Columbia, BA International Relations | 2013

8 scholarships awarded. Coursework included political science, history, Spanish, German, sociology, international trade, and economics.

Technológico de Monterrey, Guadalajara Mexico, Exchange Year | 2012-2013

Scotiabank Student Mobility Award. Coursework included conflict resolution, negotiation, JTBD, strategic foresight, international business, and Spanish.

Okanagan College, Teaching English as a Second Language (TESL) | 2011

Coursework included cross-cultural communication, language development, and 20 hour supervised practicum.

ADDITIONAL INFORMATION

- **Extensive community involvement** as a collective organizer for grassroots social justice groups No One Is Illegal Vancouver, RAMA Okanagan, and past member of SD NO. 23 Human Rights Committee.
- **Additional teaching experience** of sensitive and complex topics such as anti-racism, faith, and climbing.
- **Active member of** Support Driven, Tech Ladies, and SIETAR.
- **Intense ongoing training as a climber and salsa dancer.** Past secretary and community organizer for the Okanagan Bouldering Society and Kelowna Salsa Community.
- **Additional languages** include Spanish and German.