

Ash Jones

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EDUCATION

BrainStation Vancouver, BC
Diploma, Web Development *Graduation Date: Dec 2022*

Langara College Vancouver, BC
Associate Degree, Computer Science *Graduation Date: Aug 2022*

WORK EXPERIENCE

lululemon Vancouver, BC
Intraday Support, GEC *Apr 2023 - Present*

- Monitored queue analytics on a daily basis to identify opportunities for proactive intervention, mitigating customer wait times by 20% and improving customer satisfaction ratings by 35%.
- Collaborated with operations team to define process controls and accountabilities across a 50-person staff size, ensuring SLA compliance.
- Collected & aggregated data from multiple channels to compile timely reports on operational effectiveness, increasing visibility by 35%.

BrainStation Vancouver, BC
Teaching Assistant, Web Development *Jan 2023 - Apr 2023*

- Invitation to join the education team based on high aptitude and performance as a student in the program.
- Instructed & guided 30+ students in the fundamentals of JavaScript (ES6), Node, React, Express, MySQL & deployment technologies such as Heroku/Netlify.
- Facilitated group projects between 60+ Web Development, UX design and Data Science teams that increased collaboration to collaborate on group projects.

lululemon Vancouver, BC
Intraday Support, GEC *Aug 2021 - Mar 2022*

- Developed MS Excel & PowerBI dashboards to facilitate reporting of daily KPIs for Senior Leadership, resulting in a 20% decrease in manual data gathering and analysis.
- Analyzed customer behaviours and trends from data-driven insights to optimize resource utilization & project volume needs with 95% accuracy.
- Managed 6-8 support staff to ensure seamless communications between educators and leadership on technical issues, resulting in a 95% customer satisfaction rate.

lululemon Toronto, ON
Training Facilitator, GEC *Oct 2020 - Aug 2021*

- Supported development of an e-learning program, saving 40% in out-of-class training costs while enhancing facilitator & participant experience.
- Delivered comprehensive instruction to 500+ learners on systems & processes, enabling 97% to demonstrate successful knowledge transfer.
- Successfully trained 500+ new team members on customer service best practices & methods of conflict resolution, leading to a reduction of complaints by 25%.

lululemon Toronto, ON
Floor Support, GEC *Feb 2020 - Aug 2021*

- Analyzed handle rates and productivity for 400 agents, ensuring an 80% resolution rate within 12 minutes.

- Motivated and energized floor staff by executing engaging initiatives, resulting in a 15% increase in job satisfaction ratings.
- Provided technical troubleshooting and guidance for agents, resolving 95% of inquiries within 10 minutes.

PROJECT EXPERIENCE

Tic Tac Toe

Vancouver, BC

Software Developer

Mar 2023 - Mar 2023

- Engineered a two-player tic tac toe game within a 48-hour timeline using advanced JavaScript and CSS frameworks, resulting in over 111% increase in playability speed.

Gift Atlas

Vancouver, BC

Software Developer

Sep 2022 - Dec 2022

- Developed "Gift Atlas" as a solo capstone project for a coding bootcamp, creating a full stack gift tracking and idea-sharing web-app that streamlines gift purchases and enhances communication between users and giftees, utilizing technologies such as React.js, Express.js, MySQL, Sass, and JWT Auth.
- Designed and implemented a user-friendly and responsive UI with React.js and Sass, featuring giftee management, event tracking, gift idea storage, and an integrated email system using EmailJS for effortless communication and wishlist sharing.
- Engineered a secure and efficient back-end using Node.js, Express.js, and MySQL, managing user profiles, giftees' information, and gift ideas, while implementing JWT authentication for secure access and data protection.
- Leveraged tools such as VS Code, Git, GitHub, Postman, and Axios to manage the project independently, ensuring seamless integration of front-end and back-end components.

LEADERSHIP EXPERIENCE

BrainStation, Industry Project

Vancouver, BC

Lead Web Developer

Nov 2022 - Nov 2022

- Fostered a collaborative environment by working closely with a diverse team of 4 Web Developers, 2 UX Designers, and 2 Data Scientists to analyze Bench Accounting's onboarding flow and develop strategies to capture more customers.
- Prioritized inclusive design by conducting user research with a diverse group of potential customers, ensuring the onboarding flow catered to a wide range of user needs and preferences.
- Championed equity by advocating for accessible design principles throughout the project, ensuring the onboarding process was user-friendly and intuitive for customers with varying levels of technical proficiency.
- Demonstrated a commitment to action by identifying key areas for improvement in the onboarding flow and actively collaborating with the team to implement innovative solutions that increased customer engagement and retention

SKILLS & INTERESTS

Skills: Collaboration & Teamwork -- Inclusive Design & Accessible Solutions -- Adaptability & Flexibility -- Problem-solving & Analytical Thinking -- Strong Communication -- Technical Skills

Interests: Diversity & Inclusion -- Personal & Professional Growth -- Innovation & Problem Solving -- Quality & Continuous Improvement -- Building Trusting Relationships -- Fun and Lightheartedness