

Jerry On

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Experienced customer service professional with a background in retail, tech, and hospitality. Comfortable handling technical and service-related issues using tools like Zendesk and Salesforce, and focused on delivering clear, respectful, and timely support.

WORK EXPERIENCE

Arc'teryx

Product Guide (Contract, Part-Time, On-Site)

Sep. 2025 – Present

Provides in-store expertise on Arc'teryx gear and apparel, supporting customers and conveying product features.

Guest Service Representative (Contract, Full-Time, On-Site)

Oct. 2024 – Mar 2025

- Arc'teryx is a global performance apparel and equipment brand known for technical innovation and high-quality products.
 - Delivered omnichannel support via phone, email, and live platforms, resolved product and technical issues, and built brand loyalty through personalized service.
 - Used Salesforce, ReverseLogix, and Magento to manage service workflows, ensuring efficient case resolution.
 - Maintained consistent brand voice and service across all customer touchpoints.
 - Contributed to high satisfaction scores by proactive communication and issue resolution.
 - Proactively resolved billing discrepancies, account access issues, and order issues to ensure minimal disruption to guests.

Raglans Bistro

Jun. 2024 – Nov. 2024

Customer Engagement & Marketing Coordinator (Contract, Full-Time, On-Site)

- Raglan's Bistro is a surf-inspired restaurant in Vancouver offering comfort foods and Pacific Rim cuisine.
 - Led digital outreach initiatives, resulting in a 200% increase in online presence through SEO, social media, and content strategy.
 - Collaborated directly with front-of-house staff and management to gather customer feedback, highlight daily specials, and ensure consistent tone and branding across Instagram, Facebook, and in-store marketing materials.
 - Responded to customer feedback and reviews online to build engagement and trust with the community.

Doteasy Technology Inc.

March 2024 – June 2024

Customer Success Specialist (Contract, Full-Time, On-Site)

- Doteasy is a Canadian web hosting and domain services provider serving a global customer base of individuals.
 - Provided fast, clear support via Zendesk for domain and hosting issues, boosting customer satisfaction and streamlining issue resolution.
 - Delivered responsive and empathetic support via live chat, phone, and email, assisting clients with domain registration, DNS setup, email configuration, and hosting troubleshooting.

ADDITIONAL EXPERIENCE

MarkingHelper AI, UX-focused Customer Tools Designer (Remote)

March 2024 – May 2024

McDonald's, Crew Member (On-Site)

May 2023 – Sep 2023

The Acquisition Group, Sales Consultant (On-Site)

April 2022 – August 2022

Sport Chek, Footwear Associate (On-Site)

April 2018 – Jan 2020

EDUCATION

British Columbia Institute of Technology

Sep 2022 – May 2024

Digital Design and Development Diploma

- Completed coursework in UI/UX Design, Front-End Development, Graphic Design, Marketing, and Full-Scope Digital Projects

SKILLS & INTERESTS

- **Skills:** Zendesk · Salesforce · Live Chat & Phone Support · Data Entry & Record Keeping · Accountability Problem Solving · Active Listening · Conflict Resolution · Multitasking · Time Management · Adaptability
- **Interests:** Running · Rock Climbing · Reading · Traveling