

# Edward Caissie

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## Summary

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Strong team player and leader with over 30 years' experience working with businesses and customers. Versatile professional with management experience ranging from small private companies to remotely distributed teams. Ability to keep a keen eye for details while completing projects by deadlines all while remaining on or under budget. Excellent communication skills with customers face-to-face as well as a large variety of digital tools. Willingness to work side-by-side with all team members to accomplish the goals at hand.

## Experience

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### Senior Technical Support – Imagely

August 2013 to September 2018

- Customer Success, Technical Support
- Support Team Lead (training and mentoring)
- Establish, Monitor, and Adjust (as needed) support KPI
- Administer Freshdesk (helpdesk platform)
- Software testing, bug reporting, documentation
- **Tools:** email, Slack, YouTrack, Wrike, CVS (Git, SVN, Hg), Trello, Excel
- **Programming Languages:** PHP, JavaScript, HTML, CSS
- **Products:** WordPress Themes, WordPress Plugins
- **Industry:** Web Development (SaaS), B2B, B2C

### WordPress theme review team (admin)

June 2010 to July 2016

- Develop, manage, and use guidelines for themes submitted to WordPress
- Train new team volunteers
- **Tools:** Slack, trac, WordPress

### Customer Service Manager – E.C.E. (Canada) Ltd.

August 1989 to August 2013

- Purchasing (full signing authority)
- Inventory and warehouse manager
- Traffic manager (LTL freight, UPS, Purolator, FedEx, etc.)
- Onboarding Trainer (product reference, software, cross-training, etc.)
- Inside Sales including walk-in counter sales
- **Tools:** email, telephone, fax
- **Software:** AccPac, Prophet21, MS Office, EDI\*Asset
- **Products:** Industrial spray finishing equipment and related goods
- **Industry:** Wholesale distribution

## Education

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### University of Toronto

1986

Survey Science with minor in Statistics

### Thomas L. Kennedy S.S., Mississauga, Ontario

1984

O.H.H.S.S.G.D. (Grade 13 diploma) – Graduated in top 10 of class



## Skills

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- **Education:** English (native), Mathematics (Calculus, Algebra, Trigonometry, Finance), Physics, Survey Science, Statistics
- **Software Languages:** PHP, JavaScript, HTML, CSS, Python (and Ruby late 2018)
- **Desktop Apps:** MS Office, Prophet21, AccPac, EDI\*Asset, Internet Browsers
- **Web Apps:** Slack, WordPress, Freshdesk, Trello, YouTrack, Wrike, trac
- **DevOps Apps:** PhpStorm, PyCharm, IDLE, Atom, TextWrangler, FileZilla, CVS (Git, SVN, Hg), Terminal/Command Line, MAMP/WAMP/etc., Local by Flywheel

## Associations

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Co-Organizer of the Toronto WordPress Meetup group for 2 years.

Founder and Co-Organizer of the Greater Toronto WordPress Meetup group for 2 years.

Co-Organizer of the Toronto WordCamp in 2011 and 2013.

Member of the Hamilton WordPress Meetup group.

Member of Royal Canadian Legion.

Volunteer Registration Manager at WordCamp Hamilton 2018.

Support Driven Aspire Program mentor 2018.

## Personal Interests

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Cooking, Chess, Photography, Waterfalling, Darts, Snooker, WordPress development

## Online

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- Twitter: <https://Twitter.com/JellyBeen>
- LinkedIn: <https://linkedin.com/in/edwardcaissie>
- Facebook: <https://facebook.com/edwardcaissie>
- GitHub: <https://github.com/Cais>
- WordPress profile: <https://profiles.wordpress.org/cais>
- Web sites:
  - <https://edwardcaissie.com>
  - <https://supportadvocate.com>
  - <https://WPFIRSTAID.com>