

## Summary:

Edward Caissie is a seasoned professional with extensive experience in customer success, technical support, and management across various industries.

- **Current Role:** Edward Caissie is currently the Director of User Education at Auctria.com, where he handled user education materials, customer success, technical support, user guide enhancements, software testing, and bug reporting.
- **Previous Experience:** He has held positions such as Senior Technical Support at Imagely, where he led support teams, established KPIs, and administered Freshdesk, and Customer Service Manager at E.C.E. (Canada) Ltd., where he managed purchasing, inventory, and traffic.
- **Education and Skills:** Edward attended the University of Toronto for a Survey Science degree with a minor in Statistics. He is proficient in multiple programming languages, desktop and web applications, and DevOps tools.

## Details:

### Director, User Education – Auctria.com

May 2019 to Present

- **Software/Tools:** Slack, Intercom, Enchant, Git, Excel, Word, VuePress, Plausible, TextExpander, Notion, Shortcut, VSCode, Warp
- **Programming Languages:** JavaScript, VuePress
- **Products:** SaaS Fundraising (auction/event management) platform
- **Industry:** Online Fundraising (SaaS), B2C

### Senior Technical Support – Imagely

Aug 2013 to Sep 2018

- **Software/Tools:** Slack, YouTrack, Wrike, Freshdesk, 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)

Jun 2010 to Jul 2016

- Develop, manage, and establish guidelines for themes submitted to WordPress
- **Software/Tools:** Slack, trac, WordPress

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

Aug 1989 to Aug 2013

- **Software/Tools:** AccPac, Prophet21, MS Office, EDI\*Asset
- **Products:** Industrial spray finishing equipment and related goods
- **Industry:** Wholesale distribution

## Skills:

- **General Education:** English (native), Mathematics (Calculus, Algebra, Trigonometry, Finance), Physics, Survey Science, Statistics, Creative Writing
- **Software Languages:** PHP, JavaScript, HTML, CSS, Python, Vue
- **Desktop Apps:** MS Office, Prophet21, AccPac, EDI\*Asset, various IDE applications
- **Web Apps:** Slack, WordPress, Freshdesk, Trello, YouTrack, Wrike, trac, Shortcut, Enchant, Notion, Intercom, VuePress
- **DevOps Apps:** PhpStorm, PyCharm, IDLE, Atom, TextWrangler, FileZilla, CVS (Git, SVN, Hg), Terminal/Command Line, MAMP/WAMP/etc., Local by Flywheel, VS Code, Warp

## Online/Social Presences:

- Twitter: <https://Twitter.com/JellyBeen>
- LinkedIn: <https://linkedin.com/in/EdwardCaissie>
- Facebook: <https://facebook.com/EdwardCaissie>
- GitHub: <https://github.com/Cais>
- A sampling of personal websites:
  - <https://EdwardCaissie.com/>
  - <https://SupportAdvocate.com/>
  - <https://Cais.co/>

## Personal Interests:

Cooking, Chess, Photography, Waterfalling, Darts, Snooker