

J.C. Ulat

ulatjc@gmail.com ❖ (416) 346-2126 ❖ Toronto, ON

WORK EXPERIENCE

Coinsquare

March 2018 – January 2019

Relationship Manager, Licensing

Toronto, ON

- Communicated daily with clients, serving as the key relationship responsible for distributing relevant business analytics, financial performance and technical support
- Served as the main point of contact and created a service desk solution to ensure timely responses back to our clients and seamless collaboration between our engineering, finance and business divisions.
- Maintained client databases and used SQL to query data; analyzed data on revenue, opportunities, risks from different dimensions by time, product, client account and presented findings to management team
- Supported senior management with ad-hoc project delivery duties, managing expectations, market intelligence and client feedback
- Worked directly with internal communications team to ensure product marketing consistency and clear messaging

Coinsquare

August 2017 – March 2018

Account & Community Manager

Toronto, ON

- Improved Coinsquare's presence on Facebook, Reddit, other forums and within the community
- Triage and follow up on customer support tickets and inquiries
- Maintained external facing assets such as FAQs, educational content for new users using the platform
- Organized and ran digital currency-related events for the local community

Hayley's Group

May 2016 – September 2016

Ecotourism Research Officer (Internship)

Nuwara Eliya, Sri Lanka

- Conducted a number of SWOT and feasibility analyses of potential tourist attractions
- Prepared surveys, interviews with locals, local workers, government authorities
- Gathered data from 150 stakeholders and proposed the [Tea Train](#) to increase tourist traffic to a local area
- Coached/advised managers on innovative practices to scaling their business operations

EDUCATION

Humber College

May 2017

Bachelor's Degree in International Development

Toronto, ON

SKILLS & INTERESTS

- **Skills:** relationship building & account management, analysis, strategy, creative problem solver
- **Tools:** JIRA & Confluence; Microsoft Office Suite / Google Suite products;
- **Business Intelligence:** Experience using Tableau, Metabase, Klipfolio, AWS Redshift
- **Tableau Public Profile:** <https://public.tableau.com/profile/j.c.ulat#!/>
- **Data Analysis:** Advanced Excel (INDEX, MATCH, VLOOKUPS, HLOOKUPS, INDIRECT functions)
- **SQL:** (JOINS, UNIONS, subqueries, aggregate functions, CASE + more);
- **Python:** Plotly, Dash, Pandas, Matplotlib, Jupyter Lab, Python + SQLite3
- **Relevant books:** 'Show Me the Numbers, Designing Tables and Graphs to Enlighten' by Stephen Few
- **Interests:** Good coffee, the Toronto Raptors, the Office, snowboarding, hiking, podcasts, the finance industry, international development & emerging markets, emerging technology