

# KATHLEEN JAMES

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London, UK WC1N 2AN

## SKILLS

### *Technical:*

- Proficient: JIRA
- Intermediate: Salesforce, Figma
- Novice: JavaScript, HTML, CSS, InDesign, Photoshop, Illustrator

*Personal:* strong written and oral communicator, experienced team leader, works well under pressure in fast-paced environment, ability to multitask, cross-departmental collaboration, democratic leader, creating comprehensive and concise technical documentation

## SUMMARY

Human Computer Interaction Design Master's student at City, St. George's, University of London. Previously worked as a Technical Analyst, with 4 years of experience in Operations and 7 years of Customer Service experience.

## EXPERIENCE

### **CanadaHelps, Toronto, ON**

May 2021 – July 2025

Non-profit and technology organization that has facilitated over \$2 billion in donations while providing a suite of fundraising tools to over 30,000 Canadian charities so they can grow their online fundraising efforts.

### Technical Operations Analyst

Jan 2022 – July 2025

Responsibilities include: Test, prioritize and escalate bugs and usability improvements cross-departmentally to meet business goals. Identify gaps in internal knowledge, coordinate methods to address issues, help implement changes, as well as create and present technical documentation for customer-facing teams.

### Key accomplishments:

- Reproduced, documented and escalated ~340 bugs to QA and Development teams over a 30-month period for 5 different tools and two lines of business
- Documented and escalated ~60 usability improvements/features to the product team to enhance our suite of fundraising tools and the donor experience on our site
- Completed ~650 Salesforce internal support tickets over a 30-month period for the sales team and two support teams

### Administration & Securities Associate

August 2021 – January 2022

Worked with external financial partner to ensure that donation and donor information was accurate. Proposed improvements to our internal processing tool to enhance clarity, efficiency and accuracy. Presented securities donations overview to Customer Support to ensure accurate communication with clients.

### Key accomplishments:

- Oversaw the processing of securities donations totalling ~\$22 million from August to December 2021
- Worked with cross-functional teams to implement the improvement of donor communication around EOY securities deadlines
- Created comprehensive training plan, reference materials and shadowing opportunities for role successor

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Charity & Donor Support Associate

May 2021 – January 2022

Provided phone and email support to our charity clients and donors. Reported opportunities for improvement and technical issues within the organization's current offerings to relevant teams to improve overall customer experience. Created internal documentation around best practices for organizing information and handling cases efficiently.

Key accomplishments:

- Completed ~2,100 Salesforce support tickets with an average FRT of 1.55 business hours
- Helped train 4 new hires

**Thorpe & James**, Waterdown, ON

March 2022 – Present

Co-Founder and Co-Owner

Started a small-scale market-gardening and handmade goods business operating in local markets through the summer months and online during the off-season. Developed and created a business plan for the growing season, branding, and online/social media presence while ensuring the product range was diverse and met the market needs. Fostered strong relationships with suppliers, market organizers, customers, other vendors and small business owners which worked to build and maintain the business's reputation.

**Starbucks**, Toronto, ON

June 2015 – Feb 2021

Shift Supervisor

June 2016 – Feb 2021

Created a positive and supportive work environment for all staff, allowing for open communication, respect and trust. Oversaw day-to-day operations, including inventory management, daily scheduling and business targets. Provided consistent guidance and coaching to staff and was responsible for training new shift supervisors.

Key accomplishments:

- Oversaw and managed a team of ~20 people ranging in age from 18 to 25
- Trained three new shift supervisors
- Voted partner of the quarter by my peers

Barista

June 2015 – June 2016

## EDUCATION

**City St. George's, University of London**, London, UK

Expected Graduation: October 2026

Master's of Science

- Human Computer Interaction Design

**Ryerson University**, Chang School of Continuing Education, Toronto, ON

2019

Certificate

- Publishing

**Dalhousie University**, Halifax, NS

2015

Bachelor of Arts

- Psychology