

Eric Winkelaar

UX/UI PRODUCT DESIGNER

ewinkelaar@gmail.com

604-307-4448

[linkedin.com/in/ewinkelaar](https://www.linkedin.com/in/ewinkelaar)

Always learning, always growing, a dynamic self-starter with experience & a passion. I am seeking an opportunity to explore UX Product Design to bridge the gap between users & technology

EXPERIENCE

Product Manager | Thinkific

NOV 2018 - 2019, VANCOUVER BC

- Facilitated collaboration between Design & Engineering teams through discovery, explore & build phases to successfully launch 10+ features out-performing set success metrics
- Groomed & prioritized product backlog adjusting a year-long roadmap as necessary
- Developed & validated user stories following Agile methodology

Customer Champion | Thinkific

APR 2017 - 2018, VANCOUVER BC

- Provided excellent customer support for a SaaS B2C platform via direct interaction and skills in empathy, listening and problem-solving
- Consistently achieved stretch goals for KPIs establishing excellent customer relationships & positive feedback

Team Lead, Systems | Apteon

APR 2006 - 2015, VANCOUVER BC

- Led a team of world-wide based specialists providing technical support for an enterprise CRM platform
- Responsible for ticket assignment, mentoring and individual goal setting

Implementation Specialist | ACTIVE Network

JAN 2000 - 2004, VANCOUVER BC

- Managed the implementation, onboarding & project lead for enterprise database platform for 30+ civic governments & community centres throughout Canada & the US

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

JUL - SEP 2020, VANCOUVER BC

BrainStation | Certificate, Product Management

SEP - NOV 2017, VANCOUVER BC

Agile42 | Certificate, Agile Product Owner

FEB 2018, VANCOUVER BC

UBC | Bachelors in Psychology, Religious Studies

SEP 1995 - 1999, VANCOUVER BC

SKILLS

Sketch, Figma, Invision, Asana, HTML, CSS, SaaS, JIRA, SQL, productboard, Mixpanel, Agile Development