

Stephen Cardie

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A **skilled communicator and technology-minded professional** with over 10 years of tech experience:

- Have been a trusted and valued member in the growth of two successful SaaS startups.
 - Demonstrably capable of quickly learning new tools, skills, and products.
 - Can turn around and educate others for the same.
 - Adept at unscripted presentations, and adjusting to customer's needs on the spot.
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Key Deliverables

- **Holistic approach to systems** – A keen sense of inefficiencies and procedural bottlenecks, especially in software and user experience. This allows me to view a solution dynamically and consider how best to solve unexpected problems with existing solutions.
 - **Voracious appetite for knowledge** – New products, features, and ways to use old ones excite and inspire me. Learning all aspects of a company gives me the edge on client interactions.
 - **Agile like a start-up** – I rarely sit still, chasing the next skill or idea. I'm only happy if I'm contributing in more than one way, and I like to pursue the unexpected and inspired.
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Career Highlights

CDW Canada

Partner Specialist, APC
Solutions Specialist, APC

Mar. 2019 – Aug 2021
Sept 2021 - Present

Vendor-funded subject matter expert for over 500 account managers and their clients. Responsible for technical evaluation and sizing of single-phase UPS, power distribution and data centre infrastructure solutions with direct client contact, triaging larger opportunities to direct to the APC enterprise teams.

- Single point of contact for validating and submitting over 30+ deal registration per month.
 - As a result, my product has consistently exceeded targets over the pandemic years.
 - Created training for new account managers intended to equip them with fundamentals of APC product lines, and indicators for potential power sales – show over 125% of planned growth per quarter.
 - Implemented an awareness campaign for APC's EcoStruxure IT Expert data centre management tool, resulted in a 30% jump in product demonstrations.
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Softchoice Corporation

Client Success Specialist

July 2017 – Feb. 2019

Responsible for post-sales onboarding of small and medium-sized clients for network-based managed services, AWS and Azure cloud-based services.

- Generated data-driven insights of ticket usage and frequency, including demographic breakdowns, Smart Collector inventory reports, and hardware End of Life for client-facing QBR presentations.
 - Team lead for Cisco Smart Collector deployment, which required development of client-related reporting and validation processes.
 - Standardized validation numbers and improved customer reporting by overhauling monthly device discovery validation to increase accuracy by approx. 60%.
 - Lead initiative to reorganize information on 700+ clients and contracts for the Customer Success team by rebuilding data integrity via Office 365 and Sharepoint resources to manage associated projects, and contracts
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Owl Practice	<i>Customer Advocate</i>	Oct. 2015 – June 2017
<p>As the original customer advocate at this small startup, I held multiple roles. From the sales pipeline (pre-sales specialist, sales associate, post-sales training and deployment) to technical support and development (client support, QA feedback and feature recommendations), I wore many hats, both official and unofficial.</p> <ul style="list-style-type: none"> • Primary point of contact with all clients on sales, and co-developed internal CRM and support processes, social media marketing strategies, created and produced marketing video materials. Client-base grew 300% in first year. • Heavily involved in quality assurance during feature development; routinely found database and code bottlenecks while developing solutions in both client-facing and dev-facing directions. • Notorious for quickly producing detailed spec documents for new feature ideas and tweaks from client feedback, approximately 65% of which were implemented or planned on roadmap. 		
Nexonia Inc.	<i>Product Experience Specialist</i> <i>Video Content Producer</i>	Oct. 2012 – June 2015
<p>Early startup position, initially product support – later taking the post-sales training, adding pre-sales demonstrations to the PX Specialist position. I also found a passion for video production, creating promotional and training videos as a secondary role.</p> <ul style="list-style-type: none"> • Provided up to 7 pre-sales or post-sales presentations/trainings per day, working with Sales or Implementations to custom-tailor to the client • Converted, produced and released both bespoke and general training video materials; averaged 1 new produced 10-minute product video a month; 7-10 client-specific 45-minute webinars released per week in addition to 10-15 online product demonstrations and training sessions held. • Developed, wrote and produced marketing and public-facing promotional videos as a secondary responsibility with short timelines – an average of a new, fully produced 35-65 second video a month 		
Symantec.Cloud	<i>Support Centre Analyst</i>	Feb 2011 – June 2012
<p>Part of the global technical support team through all channels (email, phone, and online chat) for network admins and IT departments for cloud-based spam, virus and malware scanning on email and web.</p> <ul style="list-style-type: none"> • Troubleshooting email delivery, service outages, content control rules • In-depth technical support for installing and configuration of locally-hosted software, including Squid proxies on corporate intranets and mobile workstations • Active Directory database management and synchronization of client-side AD information with Symantec.cloud servers to integrate our services. 		

Education

- University of Toronto – Honours B.A. History/German joint major
- Trent University – Major: History/Cultural Studies, Minor: German
- Albert-Ludwigs-Universität – 1 year exchange program
- ITIL v3 certification
- Microsoft PowerApps 201 course
- Azure 300 course

Other Experience

- *Tour guide* – ShopDineTours (bus guide, Toronto and Niagara Falls), Tour Guys/Toronto Urban Adventures (walking and ghost tours)
- *Committee Member* - UT-Swing – University of Toronto swing dance community, executive committee 2004-2006 and Toronto Lindy Hop – executive committee, 2008
- *Editor* – *Deadline* (2016, dir. Charlie Lawton); nominated for Best Editing at 2020 Hollywood North Film Awards