



KELLEN BOLGER

PERSONAL INFO

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PROFESSIONAL SUMMARY

Hard-working individual with management experience in a software environment, and proficient in the latest data and analytics disciplines.

A strong ability to communicate effectively in a team setting, and an insatiable desire to learn.

SKILLS

Excel	●●●●●●
Python	●●●●●●
SQL	●●●●●●
JavaScript	●●●●●●
React	●●●●●●
Next.js	●●●●●●
HTML	●●●●●●
CSS	●●●●●●
Git	●●●●●●
GraphQL	●●●●●●
REST APIs	●●●●●●

EDUCATION

CONESTOGA COLLEGE
Business - Marketing 2010

**GOOGLE DATA ANALYTICS
CERTIFICATE - 2021**

EXPERIENCE

FOUNDER July 2018 - Current
Action Backers, Kitchener, On

- Founded startup that specializes in a niche market, providing end-users with software and education to be a more successful sports bettor.
- Created machine learning models using Python & standard data science packages to predict outcomes of NHL games, with a model score of ~58%.
- Led the company to successful product launch and developed initial product roadmap and go-to-market strategy, as well as course curriculum, focusing on gathering data, testing for multicollinearity, and building a model.

HEAD OF GROWTH May 2018 - May 2019
Smile.io, Kitchener, On

- Produced weekly reports outlining the business operations successes and gaps for the senior management team.
- Communicated regularly with external and internal customers to understand and meet their needs.
- Developed procedures and policies by devising strategies, consistently improving processes and supporting organizational goals.
- Reviewed activities regularly to identify opportunities for improvement.

LAUNCH MANAGER Mar 2017 - May 2018
Smile.io, Kitchener, On

- Interviewed, hired, and trained a brand new team.
- Established clear objectives and set effective policies to achieve each target with minimal wasted effort.
- Developed and maintained effective working relationships with team members, product team, and customers to ensure a smooth and successful product launch.

ACCOUNT MANAGER Nov 2016 - Mar 2017
Smile.io, Kitchener, On

- Created portfolio of client accounts and monitored ongoing activities.
- Built relationships with new clients, and maintained and nurtured business relationships with existing clients.
- Identified accounts with shrinking product engagement and addressed 'at risk' customers, reaching out to these accounts to ensure retainment.

TECHNICAL SUPPORT TEAM LEAD Oct 2014 - Nov 2016
Green Brick Labs, Kitchener, On

- Communicated clearly and effectively with users, asking questions and listening actively to responses to develop understanding of technical issues.
- Diagnosed technical issues, identifying, and implementing corrective solutions.
- Documented and maintained records of support requests, elevations, and actions taken.