



Kellen Bolger

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LINKS

- github.com/bolg55
- kellenbolger.ca
- linkedin.com/in/kellenbolger

PROFESSIONAL SUMMARY

Amenable Solutions Engineer gifted at translating basic client requirements into technical development plans. Communicates productively with both technical and non-technical personnel and clients. Friendly provider of deep programming knowledge and invaluable final products.

SKILLS

- JavaScript
- React
- Next.js
- HTML
- CSS
- SQL
- Python
- Git
- Linux
- GraphQL

WORK HISTORY

SOLUTIONS ENGINEER

04/2022 to CURRENT

Strapi.io | Remote

- Reviewed project specifications and designed technology solutions that met or exceeded performance expectations.
- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
- Monitored and collected all technical information and designed appropriate workflow for customers.
- Maintained communication with internal stakeholders and provided mentorship to processes.

FOUNDER /DEVELOPER

07/2018 to CURRENT

Action Backers | Kitchener, On

- Founded micro-startup that specializes in a niche market, providing end-users with software and education to be a more successful sports bettor
- Updated old code bases to modern development standards, improving functionality.
- Designed intuitive graphical user interfaces to improve user experience.
- Planned and developed interfaces that simplified overall management and

offered ease of use.

HEAD OF GROWTH

05/2018 to 05/2019

Smile.io | Kitchener, ON

- Evaluated staff performance and provided coaching to address inefficiencies.
- Developed and updated tracking spreadsheets for process monitoring and reporting.
- Developed effective improvement plans in alignment with goals and specifications.

LAUNCH MANAGER

03/2017 to 05/2018

Smile.io | Kitchener, ON

- Established clear objectives and set effective policies to achieve each target with minimal wasted effort.
- Monitored and collected all technical information and designed appropriate workflow for customers.
- Informed internal personnel and external stakeholders of project milestones.
- Partnered with development team on product development and application support plans.

ACCOUNT MANAGER

11/2016 to 03/2017

Smile.io | Kitchener, On

- Delivered engaging and polished presentations to build connections with potential customers and distinguish business from competitors.
- Secured high-value accounts through consultative selling, effective customer solutions and promoting compelling business opportunities.
- Developed pipeline to monitor sales progress and boost company revenue.
- Introduced new processes to improve data analysis.

TECHNICAL SUPPORT TEAM LEAD

10/2014 to 11/2016

Green Brick Labs | Kitchener, On

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Explained security measures in simple terminology to help users understand malware and phishing threats.
- Documented support interactions for future reference.

EDUCATION

No Degree | Business

**Conestoga College Institute of Technology And Advanced Learning,
Kitchener, ON**

CERTIFICATIONS



- Data Analytics, Google- 2021