

MORGAN BRITTAN VAN WYK

CONTACT

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PROFESSIONAL SUMMARY

A seasoned Senior Support Specialist from Shopify with a proven level of unparalleled excellence in customer satisfaction, technical troubleshooting and fostering strong client relationships. Measurable achievements include surpassing performance targets and leading innovative projects, showcasing adaptability and an unbeatable problem-solving aptitude. Recognized ability to mentor and elevate team capabilities, ensuring exceptional performance in a fast-paced environment. Reliable, hard working, and highly motivated, with a passion for growth and innovation!

TAILORED SUPPORT

- Delivered an elevated support experience for Enterprise Account Merchants, providing creative, proactive, and empathetic issue resolution, working with cross-functional teams to add the highest value support for our major merchant stakeholders and highest GMV client segment.
- Upheld excellent relationships and trust with clients by quickly handling diverse problems in a kindly and

EXPERIENCE

Key Accounts Plus/Enterprise Senior Support Specialist

2020.06 - 2025.01

Shopify

- Maintained primary technical ownership of service support tickets by working effectively with available resources
- Utilized decisive action regarding escalating/connecting with targeted technical teams
- Attuned to updates, innovations, improvements and deprecations across our systems in order to manage knowledge and constant learning with the data needed to make strong, in-the-moment decisions
- Consistently exceeded performance targets related to response times, number of tickets resolved per day, and customer satisfaction, serving 100+ merchants weekly.
- Achieved and maintained an unmatched CSAT score in all of Enterprise Support, including a record number of direct positive responses from clients.

Council Representative

2023.01 - 2023.08

Techsploration

- Voluntarily joined and contributed as the first Shopify employee Council Member
- Contributed by advising on goals, plans, and roadblocks
- Proposed solutions to meet current and expected Council demands

Salon Entrepreneur

2002.01 - 2020.06

Scissorkitty Rock 'N' Roll Hair

- Developed strategic partnerships with local businesses in order to generate more revenue opportunities.
- Organized special events and product launches.
- Oversaw all daily operations such as bookkeeping functions, payroll processing, budgeting expenses, maintaining of inventory.
- Reviewed competition's trends in order to stay ahead of industry changes.
- Developed and implemented innovative marketing strategies to increase salon visibility and attract new clients, as well as implemented creative promotional campaigns aimed at increasing customer loyalty.

professional manner, adapting quickly to different types of platform issues and individual needs, and implementing successful solutions that prioritize Shopify's vision alongside our merchants' own unique priorities.

- Maintained detailed records of all customer interactions including resolutions provided and time spent on each case.
- Identified root cause of complex technical problems through careful investigation and testing.
- Provided live, customized support uniquely tailored to each merchant interaction, via phones, chats, and emails, as well as scheduled team calls and exploratory conversations.
- Implemented best practices for security protocols when performing remote work sessions with customers.
- Analyzed customer feedback to identify trends in reported issues and recommend process improvements accordingly.

MENTORING & TRAINING

- Attended meetings, educational conferences, idea generation workshops, and advanced training, and served on committees.
- Assisted senior management in developing strategies to improve customer satisfaction levels.
- Trained new staff and onboards on proper use of system applications and troubleshooting techniques.
- Plus Support mentor, onboarding trainer, and CSAT expert.
- Collaborated with other departments to ensure successful deployment of projects within established timelines.
- Participated in regular team meetings to discuss current challenges faced by the Team and organization, and to brainstorm and implement forward-facing solutions.
- Project Champion of the "Personal Work Project" time management assessment, leading a cross-discipline team, focused on improving efficiency

- Identified and pursued funding opportunities and revenue streams.

EDUCATION

Western University, London, Ontario

Art Studies, Art History

St. Clair College, Windsor, Ontario

Fine Arts, Graphic Design, Freelance Artist

Marvel Beauty Academy,

Provincial Hairdressing Licence: Certified Salon Professional, Journeyman

SKILLS

Escalation handling
SLA management
Training and mentoring
Customer communications
Technical troubleshooting
Adaptability and flexibility
Agile methodology
Analytical thinking
Remote technical support
Problem-solving aptitude
Client relationship building
Ticketing system experience
User onboarding
Team building
Customer support
Multitasking Abilities

CERTIFICATIONS

SQL certification: Datacamp Online
Team Leadership, Business and Project Management: Harvard X
Small Business Growth, Ownership, & Management: Startwise Pilot Program, Govt. of Ontario
Project Management, Project Resource Management, Stakeholder Management: LinkedIn Learning
Scrum and Agile Methodology: LinkedIn Learning
Mindful Employee Relations certification: Canadian Centre of Occupational Health & Safety

and workflow across multiple live channels.

- Created and guided the presentation regarding Hydrogen/Headless building with API
- Created and co-facilitated the "ABCs of Resilience" slideshow learning module
- Author and facilitator of the "Smiley Scenarios" CSAT improvement training guide.

LIVE EVENT HOSTING AND DELIVERABLES

- Invited "Live Burst" participant and Enterprise Support representative, head office Toronto, 2024.
- Volunteer Communications and Engagement Lead for the Caregiver Employee Resource Group, September 2022-Jan 2025.
- Role Model/Event Speaker for Techsploration Remote in 2022 and 2023.
- Event Co-host and Main Stage speaker for Live Support Summit Conference, Montreal 2022.
- Caretaker Panelist for 2021 Remote Support Summit.
- Puppeteer and Artist for 'The Fantastic Global Adventures of Bear and Turtle' featured in "12 Days Spectacular" remote conference event 2021.
- Implemented weekly classes to complement 12 weeks of Daily Ayurveda workshops (including Slack group, coursework updates, etc) for the Caregivers ERG.