James Hagans

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About Me

Originally from Belfast, Ireland, I moved to Vancouver Canada in 2018. Since then I have found a passion for technology and innovation.

As a certified full stack developer and experienced technical support professional and leader, I bring a strong foundation in technical troubleshooting, problem solving and leadership to the tech industry.

I am passionate about solving complex problems and helping others do the same. I have a deep understanding of customer needs and effective communication. Through managing and mentoring teams I have honed my critical thinking and collaboration skills.

My experience in technical support has given me a deep understanding of customer needs and how to effectively communicate with and support them. I have honed my problem-solving abilities through troubleshooting and resolving technical issues.

In my leadership roles, I have demonstrated the ability to manage and motivate teams, as well as to collaborate effectively with cross-functional teams.

I have a passion for web development and enjoy building my own projects with HTML, CSS Javascript, JQuery, React, Express, PostgreSQL and Ruby.

I am confident that my experience in web development, technical support and leadership will be an asset in the technical industry, and I am excited to take on new challenges.

Links

Github

Linkedin

Personal Website

Technical Resume

Thinkific, Vancouver — *Technical team lead*

October 2021 - January 2023

Managing the technical team at Thinkific to help investigate technical issues and bugs on the platform. Planning quarterly OKR's, KPI's, and supporting the team to achieve these goals

Managing team 1:1's and enabling reports to move forward in their careers

Developed and onboarded a new team within technical support to handle support for third party apps introduced to the platform

Guided and established a high performing and empathetic culture within my team

Successfully navidgated a team through company layoffs and kept performance high achieving all team goals

Oversee team transitions of software tools, arrange demos and provide training

Thinkific, Vancouver — *Senior technical representative*

December 2019 - October 2021

Investigating and responding to customer inquiries that are escalated due to a more technical nature including questions around HTML/CSS customization, API, or bug reports. Logging bugs with enough information and solutions for our engineering teams to resolve

Consistently lead the team across all metrics and KPI's particularly in number of responses and one touch resolutions

Provided clear instructions/explainations to customers translating more technical aspects to them in a way they could better understand

Managed vendor security questionnaires ensuring answers were accurate

Indochino, Vancouver — *Customer experience manager*

August 2019 - December 2019

As a customer experience manager I had to Provide world–class customer care to Indochino customers by email and phone. Manage and keep track of client's cases using the CRM Zendesk. Collaborate with other teams to track, solve and innovate our processes and procedures to

provide the best customer care in the world

Steve Nash Fitness World, Vancouver — *Assistant general manager*

October 2018 - August 2019

As Assistant General Manager of Steve Nash, I was tasked with leading our sales and customer care team. Using salesforce and Zendesk to keep track of leads and customers to provide high quality service. Meeting sales targets and leading by example.

The Money Shop, Belfast — *Store manager*

December 2013 - August 2018

As a Manager of Customer Service for The Money Shop UK my duties included the day to day running of the store, the management of store staff, high volume cash handling and store auditing.

EDUCATION

Lighthouse Labs LLS, Vancouver, BC — Certificate Full Stack Web Development

March 2023 - June 2023.

Belfast metropolitan college, Belfast — Diploma in Business Studies

September 2007 - July - 2009.