

JOSHUA SUNGA

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KEY COMPETENCIES

- Three years of digital merchandising experience and working in Agile teams.
- Capable and detail-oriented administrator able to prioritize and manage projects with tight deadlines.
- Experience in executing key online events, including Black Friday, Cyber Monday and Boxing Day.
- Self-starter able to work independently as well as part of a cross-functional Agile team.
- Technical Skills: Excel, SQL, JIRA, Google Analytics, Google AdWords

RELEVANT EXPERIENCE

Team Lead & eCommerce Business Coordinator

March 2017 – present

Best Buy Canada

Burnaby, BC

- Increased Q1 revenue by \$400K by setting up a discount coupon for use sitewide to meet budget goals.
- Improved processes by leading weekly team meetings to discuss improvements and backlog.
- Created training guide for new hires by reviewing responsibilities to facilitate quick onboarding.
- Led project & digital merchandising execution of Black Friday, Cyber Monday and Boxing Day events by coordinating with multiple stakeholders, managed schedules to deliver a seamless online experience.
- Optimize internal search engine based on data from Adobe Analytics to ensure product findability.
- Wrote customer facing copy for online promotions consistent with digital brand guidelines.
- Led and coordinated the digital merchandising team consisting of five members.

Senior eCommerce Business Administrator

July 2016 – March 2017

Best Buy Canada

Burnaby, BC

- Drove QA of promotions resulting in no issues for Black Friday, Cyber Monday and Boxing Day.
- Coordinated with vendor for email marketing for the Gaming category.
- Worked with stakeholders to improve website update processes for the Wireless category.

Customer Success Specialist

February 2015 – July 2016

Lazymeal.com

Vancouver, BC

- Coordinated online promotions with vendors to make over \$30K in revenue.
- Perform QA of online discount promotions and newly added vendor pages.
- Ensured restaurant findability by managing cuisine, dietary restriction and meal type tags for restaurants and each food item listed on site.
- Created upsell opportunities for restaurant pages by giving customers on-page product recommendations.
- Provided customer support for customers, corporate clients and vendors.

Internship Program Director

June 2013 – March 2014

AIESEC Mongolia

Ulaanbaatar, Mongolia

- Drove 200% growth in number of students going on internships in Europe and Asia.
- Managed critical partner relationships, including businesses, universities and NGOs.
- Managed visa applications and accommodations for long-term foreign interns.

EDUCATION

Associated Certificate in Marketing Communications, British Columbia Institute of Technology

2016 - present

Certificate in Digital Marketing, RED Academy

2016

Bachelor of Arts in Political Science, University of British Columbia

2008 – 2013