

Elizabeth Oxton

(438) 778-5625 | elizabeth@oxton.net | Montréal based & open to Remote Work.

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[See more of my work and portfolio here.](#)

Work Experience

Senior Product Operations Specialist

Jobber, April 2024 -- April 2025

Strategic partner for Product leadership focusing on department wide SOPs, the product lifecycle, and facilitating touchpoints between IC's and leaders. Mentor teammates on SR&ED, engineering observability, and organization wide Atlassian tooling. Consult and provide hands-on support for PM's and teams with product discovery. Develop micro-scale plugins and automations connecting tools used daily by all disciplines within Product and stakeholders outside of Product.

Product Operations Specialist

Jobber, March 2022 -- April 2024

Drive key department and organization wide processes. Support leadership through recurring strategy and project tracking rituals. End to end ownership of yearly SR&ED submission (including claims in surplus of \$1 million and a 3rd party audit). Create and set up tools for Product IC's, especially in the Atlassian ecosystem.

Atlassian Administrator

Jobber, June 2021 -- March 2022

Organization wide administration of our Atlassian suite (Jira, Confluence, JSM, and Statuspage). Consult on team processes across the org that utilize Atlassian tools; and set up and enable teams for success within Atlassian. Hands-on support for the organization-wide "Blueprint" strategic planning framework, including data analysis, meeting support for leadership, and cross departmental communication.

Senior Customer Success Representative

Jobber, October 2020 -- June 2021

Expanded support for customers with sensitive issues, difficulties adopting Jobber, and escalated technical and operational issues. Mentor CSM team on skills related to product knowledge, customer empathy, and product feedback. Provide input to Product on feature QA, design and prototype feedback, and site reliability updates. Weeklong training lead for new hires on the Success team.

Customer Success Representative

Jobber, March 2019 -- October 2020

Directly help our customers be successful with Jobber. Handle critical feedback, guide customers through issues and product knowledge gaps. Create customer-first processes to enable businesses to adopt and use Jobber in their day to day operations.

Skills

Communication; Leadership; Problem Prioritization; Impact Focused Thinking; Mentoring; Damn Good Spreadsheets; Change Management; Customer Service; AI Workflows; Problem Solving; Technical Communication; Automation and Micro-Development; Python; Go; Learning; Whiteboarding; Research and Analysis; Atlassian; SR&ED

Education

MA Philosophy

University of Waterloo, ON, 2018

[*Focus on logic, iterative reasoning and epistemology in collaborative environments.*](#)

BA Honours Philosophy

University of Waterloo, ON, 2017

Leadership and Projects

[Semiotics Within Predictive Knowledge Architectures](#) 2019

Co-authored artificial intelligence white paper presented at Google Deepmind's RLDM conference..

Lead Organizer & Treasurer (Milton Parc Foodbank) 2023-Present

End to end organization and running of local live music fundraisers. Also maintain and organize foodbank finances for non profit taxes.

Vice President (University Squash Club, McGill) 2024-Present

End to end organization of provincial and local sporting events. Executive board organization and planning. Financial oversight of the club, and relationship management with other local clubs, the Montreal Squash League, and McGill University.