

Dan Beaudoin (he/him)

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SUMMARY

I build high-performing, high-trust remote teams with a focus on deep expertise and broad application. I have led teams from 3 people to 50 for more than five years, with a mix of managers and individual contributors, growing both a local and global presence. I have been responsible for and successful in forecasting, budgeting, hiring, onboarding, scheduling, ongoing training, operations, and more for the teams I have led. I am data-informed but not data-driven, and I firmly believe that a highly engaged and psychologically safe team produces their best work.

EXPERIENCE

Senior Lead of Merchant Tax Support

Shopify, Inc

August 2021 - May 2024, Remote

- Hired and led a highly engaged team of 6-10 Managers and Operational experts, with 50+ indirect reports.
- Presented quarterly and annual investment planning and budgets, monthly business reports internally and with key partners, and achieved consistently positive results across business functions.
- Systemically improved operational efficiencies and delivery performance through my direct team and adjacent teams.
- Collaborated closely with 5+ key strategic third-party partners both in Support and Product spaces.
- Built strong, positive, highly engaged relationships with internal Product, Finance, and Legal teams, resulting in a powerful flywheel of feedback and success for our merchants and our product.
- Coached the team into a place of resilience and antifragility throughout periods of significant change using both traditional and experimental change management techniques.

Support Lead

Shopify, Inc

January 2020 - August 2021, Remote

- Proposed, pitched, and built a team of 11 back-line Specialists in a specialized support delivery space.
- Built and executed quality assurance, data monitoring, metrics, and KPIs for my team and related Support teams.
- Enabled scalable and efficient processes to allow an 11-person team to support the creation, distribution, and corrections on more than 200,000 annual 1099-K forms to merchants in our portfolio.

Senior Business Operations Specialist

Shopify, Inc

January 2019 - January 2020, Remote

- Used Support tooling (ticketing systems, troubleshooting skills, Google Suite) to support the billing and payments processing needs for more than 1 million merchants in more than 19 countries.
- Consistently performed at the top of my team in efficiency, ticket volume, quality, and customer satisfaction.
- Led projects to improve products that impacted every merchant at Shopify.
- Acted as a voice of Support (and voice of our merchants) in meetings with Finance and Product teams, leading to process and system improvements.
- Coached and mentored 20+ Specialists across the worldwide Business Operations team.
- Created and launched processes for white-glove service for billing to better serve 1000+ enterprise-level merchants.

Apprentice Product Manager (One Year Programme)

Shopify, Inc

January 2018 - January 2019

- Developed product roadmap for a product used by over 1 million Shopify merchants
- Implemented key changes to the billing checkout process that represented a 2% improvement in conversion.
- Created and curated processes for teams throughout and outside the company to integrate smoothly and effectively with the billing system.

Support Specialist**Shopify, Inc****June 2014 - January 2018**

- Foundational member of the remote Support team at Shopify
- Led a front-line team of 11 Support Specialists to improvements across the board, in AHT, CSAT, quality, and more.
- Spoke at internal conferences on leadership, Support as a craft, remote working, and career development.