ZACHERY LOXTERKAMP

CONTACT

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Website:
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Location:
Calgary, AB

SKILLS

- Customer Onboarding, Product Demos & Live Training
- Training People at Every Level
- Live Support & Troubleshooting by Phone, Chat & Video
- Customer Relationship-Building, Loyalty & Retention
- Conflict Resolution & Management
- Gaming Regulations & Compliance
- Team Building & Mentoring

TOOLS

- HubSpot, Help Scout, Talkdesk, Zoom & Claude (AI)

EDUCATION

High School Diploma
Kamloops Secondary at Kamloops, BC

LANGUAGES

- English
- Mandarin Basic Level

ABOUT ME

Onboarding specialist who gets people set up on new software and confident using it. I lead product demos, onboarding calls and live support for health and wellness clinics at Jane, after ten years supervising a poker room floor. I adjust how I explain things to each person, from first-time software users to managers with complex setups, until they can run it on their own.

EXPERIENCE

ONBOARDING SPECIALIST — 2025 - PRESENT

JANE, REMOTE, CANADA

- Lead product demos and onboarding calls for health and wellness clinics joining Jane, a practice management platform used by 70,000+ businesses
- Give live support and troubleshooting over phone, chat and video, often at high volume, with a focus on quality over scripts
- Help clinics with every part of the product, from scheduling and charting to payments, insurance and telehealth
- Work in HubSpot, Help Scout, Talkdesk and Zoom, and use Claude as an AI assistant

CASINO CHARITY ADVISOR — 2024 - PRESENT

INDEPENDENT CONTRACTOR, CALGARY, AB

- Ensure the charitable organization conducts the casino event in accordance with specific Government regulations
- Train volunteers in position duties and prescribed procedures; security awareness and practices including chip handling, alarm and counterfeit procedures
- Guide the organization so that all required financial controls are met, including completion of the financial control forms

POKER SUPERVISOR — 2013 - 2023

COWBOYS CASINO, CALGARY, AB

- Monitor game operations to ensure house and provincial gaming regulations are adhered to, and that employees provide prompt and courteous service
- Resolve customer or employee complaints
- Managed several dealers operating different games simultaneously; rotated dealers from game to game; shifted employees to best effect game play