

UGOCHUKWU REMIGIUS CHIGBATA

+2348026519322 • ugochukwufrankremmy@outlook.com • Uyo, Nigeria • [LinkedIn](#) • [GitHub](#) • [Website](#) • [WP.org](#)

Technical Support Engineer

With over 3 years of experience, I excel in customer experience, troubleshooting, and effective communication. A strong aptitude for teamwork, conflict resolution, and time management complements my proficiency in WordPress and SaaS support. With experience in software, quality assurance, open source and technical support, I am driven by my passion for continuous improvement and learning.

My career goals include tackling more complex challenges, contributing to team knowledge, and specializing in specific technologies to enhance resolution times and lead knowledge-sharing initiatives. I also aim to balance technical expertise with exceptional soft skills to deliver outstanding support and foster collaboration.

Professional Experience

LevelUp, United Kingdom (Remote)

Jul 2022 - Jul 2024

WordPress Technical Support Engineer

- At **Thrive Themes** (6 months):
Passed through 8 weeks of rigorous training for high-level support process.
- Completed items in the BYOW (Build Your Own Website) task on a test site.
- Reproduced and troubleshoot issues, and provided workarounds if any.
- Tested and verified defects and communicated to the development teams using Jira.
- The possible issues were caching, firewall/security block settings, API, plugin/theme conflicts, client/server-side configurations, speed optimization etc.
- At **The Events Calendar** (1.6 years):
Proactively addressed technical problems reported by customers through various channels, including Zendesk, Chat, and the WordPress.org Forums.
- Identified and troubleshoot issues related to the products, ensuring timely resolution.
- Demonstrated patience and empathy while assisting customers. This positive approach contributed to a better overall experience for users seeking help.
- Guided customers in effectively using new and existing product features and handled pre-sales inquiries.
- Provided CSS tweaks, code snippets, and workarounds to address issues reported by customers.
- Scored 92.6% CSAT in Klaus App in Q3 and Q4 of 2023. Got 94.8% in Q1 of 2024.
- Achieved applicable KPIs (RPSH – Replies Per Support Hour, QA – Reply Quality, SLA, Compliance, Attendance/Schedules, and Incident Reports).
- Solicited insights from the team and provided comprehensive details, including issue summaries, error logs, system information, reproduction steps, and staging credentials, to drive efficient issue resolution.
- Raised bug issues, tracked progress with developers on JIRA, and followed up with customers.
- Actively identified and shared feedback and ideas with the Customer Success team, contributing to product improvements and enhanced customer satisfaction.
- Assisted teammates with overdue tasks.
- Developed 'Grab n' Go' tasks to facilitate continuous learning and self-improvement.
- Participated in rotational triage to help meet daily targets and SLAs.
- Got reviews from happy customers on Trustpilot ([here](#), [here](#) and [here](#)), WordPress.org ([Here](#), [here](#), [here](#), [here](#), [here](#), etc.), Klaus App, and Zendesk chat.
- Collaborated with the product marketing team to create and update knowledge base articles, ensuring they are accurate and helpful resources for users.

Poptin, Israel (Remote)

Jul 2022 - Aug 2022

Customer Support Engineer

- Provided timely and accurate responses to free, premium and agency customers via Crisp.
- Supported products were Popups, Forms and Autoresponders.
- Help with integration issues with platforms such as WordPress, Shopify, WIX, HubSpot, Zapier etc.
- Talk customers through a series of actions to solve their problems.
- Troubleshoot issues reported by end-users, raise bugs to the Dev/QA team, follow up until resolved, and ensure their satisfaction once done.
- Follow up to ensure if responses were helpful or may need more advice.
- Monitor customer complaints on Support Hero and social media. Reach out to <5-star reviews/ratings to assist.

- Ask for a review once a customer is satisfied with the provided help.
- Share customer feedback and effective workarounds with team members and feature requests with the Product Management team.
- Update internal documentation on Klutch, video tutorials and guides on Support Hero, and link failed searches to related articles.
- Use Favro for collaboration to track pending tasks, customer management, trial management and feature requests.
- Forward refunds, onboarding, and demo call query to the Customer Success Manager.

Kyvio, Hong Kong (Remote)

Nov 2021 - Jun 2022

Tier 2 Support Agent

- Resolved a wide range of customer concerns via Movidesk, including account access, cancellations, product inquiries, and refund issues, while providing seamless support for products such as Funnelvio, Membervio, Clickvio, and others.
 - Make video explanations for customers when emailing is not enough.
 - Engaged directly with customers via calls when emails or videos weren't sufficient so their issues were fully understood and resolved.
 - Troubleshooting and escalating technical issues to the QA team/developers via Asana and follow up until completion.
 - Help to improve the knowledge base/articles/tutorial videos.
 - Handle billing issues e.g account upgrade/downgrade, refund denial, and escalate eligible refund requests to the billing team for processing.
- As an Email Deliverability Specialist:
- Help Mailvio customers by recommending how to improve their deliverability such as open rates, bounces, SPF/DKIM/DMARC/rDNS setups, automation sequence/flows, email warm-up/getting emails out of the spam folder, Postmaster Tools analyses, list cleaning, spam testing, best practices when transferring from one autoresponder to another, integrations etc.
 - Assisted the Head of Mailvio with routine IP management, spam tracking, GlockApps testing, and abuse monitoring, ensuring smooth email operations.
 - Raise technical issues and feature requests to the developers.
 - Approve and block defaulters.
 - Monitored customer accounts for delinquent payments, sent reminders, and proactively managed defaulters to ensure compliance.

Testlio, Estonia (Remote)

Jul 2021 - Nov 2021

Freelance QA Tester, Tallin

- Reviewed software requirements, prepared detailed test scenarios, and conducted thorough evaluations of new and existing programs to identify bugs, glitches, and user experience issues, helping to improve overall product performance and satisfaction.
- Tested and **identified critical issues** in software applications, providing actionable feedback to developers to resolve user interface (UI) and functionality problems before they reach end-users.
- Contingent Worker at Snap Inc.: Played a key role in testing Snapchat by identifying, documenting, and recommending fixes for bugs related to language, implementation, UI, and compliance, for seamless user experience for millions of users

Upwork

Oct 2018 - Oct 2021

Web and WordPress Developer

- Provided WordPress services for clients.

B Dulce, United States (Remote)

Nov 2020 - Jul 2021

WordPress & WooCommerce Developer

- Developed and managed the online store using WordPress and WooCommerce, implemented industry best practices to create a seamless shopping experience and improve overall site performance.
- Redesigned the website to its Beta version via the staging development environment, focusing on a user-friendly interface that drives engagement and satisfaction.
- Optimized for speed, significantly reducing bounce rate, and enhancing the user experience by ensuring faster load times and smoother navigation.
- Streamlined the checkout process to reduce friction, improving the overall user experience and increasing conversion rates for the store.
- Regularly attended to malware, downtime, bugs, and plugin/theme/product page issues, ensuring uninterrupted service and quick recovery to maintain customer trust and satisfaction.

B Dulce, United States (Remote)

Jan 2021 - Jun 2021

Customer Service Representative

- Provided timely and accurate responses to customer inquiries regarding orders, size charts, and updates, ensuring clarity and satisfaction throughout the shopping experience.
- Handled customer complaints related to delayed or missing orders, tracking issues, and late deliveries with empathy and patience, using HubSpot CRM to ensure effective follow-up and resolution.

Fixas Lab Technologies, Nigeria (Remote)
Operations Lead, Lagos

Jan 2020 - Dec 2020

- Managed all agency's day-to-day activities to make sure that clients are satisfied with the digital and technological services rendered.
- Maintained the content of the website, authenticating what goes in and out of its web page.
- Contributed to organizing its first summit where tech experts taught small businesses how to leveragedigital and technology tools for their brands.

HNG Internship, Nigeria (Remote)
Back-end Developer Intern, Lagos

May 2020 - Jul 2020

- Participated in team task competitions.
- Became a software tester and maintainer of 5 projects on GitHub.
- Managed a team of over 200 interns. Built simple web interfaces using Laravel framework.

Utopian.io, Italy (Remote)
Open Source Contributor

Mar 2018 - Jan 2019

- Utopian was an early-stage company with a disrupting open-source technology aiming to reward open source contributors. It was a very purpose-driven company where I had the opportunity to work with great minds from Europe, Asia, Africa, and South America towards a common goal to help open source communities grow and thrive. I had the opportunity to work as a contributor, and my responsibilities were:
- Promoted several open-source projects to their target audience on social media platforms (Facebook and Twitter) and search engine (Google).
- Compiled FAQs, Privacy Policy and documentation for open-source projects. One of them was [creating the About Us copy for Minecolonies](#).
- Kept close communication with project owners and teammates to ensure a good contribution. Unfortunately, the company doesn't exist for a few reasons, including a lack of a proper business mode. [Here](#).

Education

University of Uyo, Uyo, Nigeria, B.Agric in Agricultural Economics and Extension, Jan 2015 - Jan 2021

Certifications

WHM Administration (CWA) , cPanel	Sep 2024
cPanel Professional (CPP) , cPanel	Sep 2024
Become a Junior WordPress Developer , LinkedIn Learning	Nov 2020
Build your Skills in Customer Service , LinkedIn Learning	Nov 2020
EF SET English Certificate 65 100 C1 Advanced EF Standard English Test EF , EF	Sep 2021
Google IT Support Certificate , Coursera	Mar 2022
Become a Customer Support Specialist , LinkedIn Learning	Aug 2022
Service Hub Software Certified , HubSpot Academy	Sep 2022

Core Competencies

Programming and Development WordPress, HTML, CSS, PHP, Web Performance Optimization, Web Hosting, MySQL, Version Control, Responsive Design, IT Security Best Practices, DNS, APIs, CDN

Customer Support and Service Email Marketing, Customer Support, Technical Support, Customer Satisfaction, Product Support, Support Documentation, Communication Skills, Empathy

Marketing and Analytics Hubspot, Google Analytics, Digital Marketing, SEO
E-commerce and Online Store Management WooCommerce, E-Commerce, Shopify, Billing, Online Store
Troubleshooting and Debugging Troubleshooting, CLI, Debugging, Bug Reporting, WP CLI, Database Administration, Debugging Tool, Code Inspection, Error Tracking