

Boubacar Ba

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Summary

Experienced Web Developer skilled in React with a background in Customer Success Management, IT Customer Support, and Head of Ops Excellence in Logistics E-commerce. Proven track record in delivering web solutions, driving customer satisfaction, and optimizing operational processes. Strong technical and customer-oriented skills. Eager to take on new challenges and contribute to organizational success.

Experience

Customer Success Manager

Rubyx • Dakar

11/2022 - Present

- Establish clear client retention goals
- Process milestones for the clients and employees to work toward
- Assist customers with setting up and navigating programs or software
- Promote the value of the product
- Upsell services and products with the brand image
- Promote value through customer experience
- Assist in creating training courses and educational materials
- Review customer complaints and concerns and seek to improve the customer experience

Head of Operationnal Excellence

Jumia Senegal • Dakar

07/2021 - 11/2022

Systems:

- Provide system support and resolve issues for all tools used by various teams
- Provide inputs to central development team on new features required by the business
- Lead training and rollout of new systems or features for Jumia Services.
- Drive new process initiative and Institutionalize tech changes required for better alignment / visibility of packages / Items

Queue Management:

- Ensuring the timely scan at all the legs and updating in systems for movement as transferable unit.
- Monitor the queues closely to identify anomalies thus improving performance.
- Oversee daily Reporting on Incidents/Change/Problem tickets and SLA status
- Update the incident categorization matrix based on evolving business complexity.
- Overall Point of Contact for End to End package/ item handling by Jumia Services

Process Control:

- Responsible for any mismatch of packages and all exception handling for packages in transit and at different hubs)
- Managing the loss compliance and write-off guidelines for packages stuck at different stages of packages/ item journey.
- Training all the in-house/ out-house teams for any new / existing processes for smooth operations
- Auditing SOPs vs on-ground processes and improving on deficiencies

Service Request:

- Develop and improve new and existing processes for resolving customer and vendor issues.
- Resolve all escalated issues end-to-end across Jumia Services
- Assign all non-compliance related issues to each defaulting department and ensure proper actions are taken.
- Manage all emergency related logistics issues which could lead to non-satisfaction of the customer. E.g., Theft, Accidents, Confiscation of packages & weather obstruction.
- Inform and liaise with In-house and 3rd Party teams to resolve discovered problems.
- Analyze and document all customer / seller complaints to prevent future occurrences of past problems

IT Systems Associate

JADE E-SERVICE • Pikine, Dakar

11/2018 - 07/2021

- Support and troubleshooting for Jumia's backend systems;
- Documenting new and existing functionalities; for online help and also internal technical/admin manuals;
- Coordinate with internal departments to evaluate enhancements and resolve issues;
- Assist with the user administration of Jumia's Backend Systems, including user maintenance, sign-up, reporting, and other duties;
- Research and propose feature improvements to central product team;
- Configure systems for end-users.

IT Technical Support Intern

MATFORCE CSI • Dakar, Dakar

09/2017 - 10/2018

- Read technical manuals, confer with users, or conducted computer diagnostics to investigate and resolve problems or to provide technical assistance and support.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Helped users via telephone to diagnose and triage problems.
- Diagnosed and resolved faults based on technical knowledge and the use of pre-scripted repair trees.
- Set up equipment for employee use, ensuring proper installation of cables, operating systems, and appropriate software.
- Supported team computer needs with skilled installation of devices, cables, and software.
- Responded to and resolved technical support requests from team members.

Skills

End-user support, Technical documentation, Analytical thinking, KPI tracking, Task prioritization, Time management, Data collection, Procedure analysis, Excel, Power BI, Google Analytics, JavaScript, PHP

Web Development Projects

[Product Card Component](#)

Description: A product card component app build with Vue JS & Tailwind CSS

- **Technologies Used:** VueJS, Tailwind CSS.
- **Role:** sole developer.
- **Live Demo:** <http://product-preview-card-khaki.vercel.app/>

[Landing Page](#)

Description: A Landing Page build with Vue JS & Tailwind CSS

- **Technologies Used:** VueJS, Tailwind CSS.
- **Role:** sole developer.
- **Live Demo:** <http://driving-plate-landing-page.vercel.app/>

[Advice Generator Web App](#)

Description: A challenge from Frontend Mentor performed using React Js

- **Technologies Used:** React JS, Axios, Tailwind CSS.
- **Role:** sole developer.
- **Live Demo:** <https://advice-generator-web-app-zeta.vercel.app/>

[Github user search app](#)

Description: A challenge from Frontend Mentor performed using React Js

- **Technologies Used:** React JS, Axios, Tailwind CSS.
- **Role:** sole developer.
- **Live Demo:** <https://github-user-search-app-blond.vercel.app/>

[Json To CSV](#)

Description: A JSON to CSV converter app

- **Technologies Used:** React JS, Typescript, Tailwind CSS.
- **Role:** sole developer.
- **Live Demo:** <https://json-to-csv-converter.vercel.app/>

[React Markdown App](#)

Description: A Markdown react app

- **Technologies Used:** React JS, Typescript, Tailwind CSS.
- **Role:** sole developer.
- **Live Demo:** <https://markdown-react-ts.vercel.app/>

[React Quotes App](#)

Description: A React quote app

- **Technologies Used:** React JS, Typescript, Tailwind CSS.
- **Role:** sole developer.
- **Live Demo:** <https://react-quotes-app-mu.vercel.app/>

[React Todo App](#)

Description: A React Todo app from frontend mentor

- **Technologies Used:** React JS, Local Storage, Tailwind CSS.
- **Role:** sole developer.
- **Live Demo:** <https://todo-react-gamma-ecru.vercel.app/>

[Binary to Decimal](#)

Description: A Binary to Decimal react app

- **Technologies Used:** React JS, TypeScript, Tailwind CSS.
- **Role:** sole developer.
- **Live Demo:** <https://binary-to-decimal-lgph.vercel.app/>

Education

Software Engineering

ISEG • Pikine, Dakar

12/2017

Major of my graduating class

American Literature and Civilization

CADU (Cheikh Anta Diop University) • Dakar, Dakar
12/2017
Major of my graduating class

High School Diploma

Private High School Synergies • Rufisque, Dakar
08/2013
Major of my graduating class

Languages

English, French