KELVIN UDUFO

Technical Support Specialist | SaaS & E-commerce

Lagos, Nigeria | +234 706 460 3520 | kudufo@gmail.com | [LinkedIn](#) | [GitHub](#)

PROFESSIONAL SUMMARY

Technical support professional with 5+ years of email-based SaaS support experience, specializing in troubleshooting complex software integrations, API debugging, and solving escalation-level technical issues. Proven problem-solver who researches solutions independently and thrives in remote, self-directed environments. Track record of maintaining 95% CSAT while resolving webhook failures, JSON data issues, and multi-platform integrations. Skilled at explaining technical concepts in non-technical ways and meeting customers where they are in their tech knowledge. Comfortable working Pacific Standard Time hours and committed to long-term growth in technical customer support.

CORE TECHNICAL SKILLS

Technical Troubleshooting: API debugging, webhook troubleshooting, JSON inspection, log analysis, root cause analysis	**Development Tools:** Postman, Git, GitHub, JavaScript, Node.js, Python, VS Code, Bash scripting
Support Platforms: Zendesk, Salesforce, HubSpot, Intercom, Front (learning)	**E-commerce & Protocols:** Payment processing, order management systems, API integrations, FTP/SFTP

PROFESSIONAL EXPERIENCE

Technical Support Specialist (Tier-2 / API Support)

MoneyMaster PSB – Remote, Lagos | January 2023 – Present

Handle escalation-level technical tickets for fintech SaaS platform serving developers and enterprise merchants. Primary communication via email with video calls for complex troubleshooting.

- Resolved complex API and webhook failures using Postman, log analysis, and JSON inspection—typical tickets are equivalent to escalations at most companies, requiring deep technical research and analytical problem-solving
- Maintained 95% CSAT while troubleshooting software integrations across multiple platforms, explaining technical concepts in non-technical language tailored to each customer's knowledge level
- Identified documentation gaps and collaborated with product managers to improve self-service resources, reducing inbound support tickets and empowering customers to solve issues independently
- Introduced workflow improvements that reduced ticket backlog by 30% and repeat incidents by 20%, demonstrating initiative to find solutions rather than waiting for direction
- Escalated complex issues to engineering with detailed reproduction steps, logs, and root cause analysis, ensuring efficient handoffs and faster resolutions
- Worked independently in remote environment with minimal oversight, managing time effectively while handling time-sensitive technical support requests

Customer Support Specialist (Technical Operations)

Globacom Nigeria – Lagos | January 2019 – December 2022

- Delivered email and phone-based technical support to 500,000+ users for telecommunications SaaS platform, consistently exceeding SLA targets in high-volume environment

- Led CRM workflow automation initiatives that improved first-contact resolution by 18% and reduced repeat tickets through rule-based automation and process improvements
- Troubleshot billing system integrations, network configurations, and product implementations in B2B environment, helping enterprise customers adopt and implement platform features
- Mentored junior support staff and shared problem-solving strategies across diverse team, contributing to collaborative learning environment and 25% improvement in team productivity

Technical Marketing Liaison

Yashoda Hospital – Hyderabad, India | October 2015 – November 2016

- Built email-based workflows and digital communication systems that reduced response times by 25%, demonstrating ability to improve processes through technical solutions
- Coordinated complex technical requirements between international clients and service teams, requiring clear communication and ability to bridge knowledge gaps

TECHNICAL TRAINING & DEVELOPMENT

Backend Engineering Program – ALX Africa (Ongoing)

- Hands-on training in Linux systems, shell scripting, DevOps workflows, and system-level troubleshooting to deepen technical foundation for advanced support roles
- Completed projects on shell basics, file permissions, command-line utilities, and backend fundamentals using Ubuntu Linux, Bash, Git, and GitHub

EDUCATION & CERTIFICATIONS

- Google IT Support Professional Certificate – Technical Support Fundamentals
- B.Sc. Social Work – University of Benin, Nigeria (2012-2015)
- CRM Tools Training – Globacom | ALX Virtual Assistant Certification

ADDITIONAL QUALIFICATIONS

- **Available to work Pacific Standard Time hours (9am-6pm PST) permanently regardless of physical location**
- Fluent in written and spoken English with extensive email communication experience
- Comfortable finding my way around new software programs and asking questions to fill knowledge gaps
- Seeking stability and long-term growth in technical customer support before exploring other career directions