

MIGUEL SILVA

FRONTEND DEVELOPER

DETAILS

PHONE

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EMAIL

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LINKS

[Development Portfolio](#)

[LinkedIn](#)

SKILLS

Customer Service Skills

Critical thinking and
problem solving

HTML5

CSS3

SCSS/SASS

JavaScript

React

NodeJS

SQL

Git

JIRA

Kanban

SalesForce

Microsoft Windows 10

Microsoft Windows 8.1

Microsoft Windows 7

Ms Office

EMPLOYMENT HISTORY

SaaS Technical Support Engineer / Front-End Developer, Fresh Relevance

Southampton

May 2022 — Present

- Delivering paid services work for Fortune 500 & FTSE 100 clients in a combination of HTML, CSS, JavaScript, React and Jinja/Nunjucks
- Work on and create Email Marketing campaigns using HTML, CSS and Jinja2(Python)
- Supporting a custom SaaS platform, becoming a product expert
- Providing online client training in the platform
- On-boarding new direct and reseller customers
- Maintaining high levels of customer satisfaction in support

Senior Technical Support Engineer, The Access Group

Bournemouth

Jun 2021 — May 2022

As a Senior Technical Support Engineer I lead a 3 man team under the banner of premium support.

- Write due process documentation outlining agreed strategies to premium support in an effort to promote a uniform response and premium customer service
- Devise strategies to promote and improve client satisfaction
- Run team seminars to coach on internal practices and effective case management
- Ensure training needs are met within the team and that product knowledge is kept up to date and on par with any new feature releases
- Attend senior-level meetings to discuss the direction of the department, service improvement strategies and structure changes

2nd Line Technical Support Engineer, The Access Group

Bournemouth

Aug 2020 — Jun 2021

As a 2nd Line Technical Support Engineer I was exposed to more complex issues that were unsolvable by adjacent 1st line agents, it's then my responsibility to investigate and troubleshoot any issues raised and if a resolution can't be reached, escalate it to the development team.

- Provide high-level customer service via email and phone
- Deal and resolve complex issues affecting the LMS escalated from the 1st Line team
- Adhere to SLA's and KPI's
- Write, edit and revise troubleshooting documentation
- Create, edit and deploy HTML emails while styling with CSS
- Edit and deploy XSLT files
- 1-1 coaching and inducting new support engineers to the team

- Mediate communication between development and client for any escalated queries

Technical Support Engineer, The Access Group

Bournemouth

Sep 2018 — Aug 2020

The role consists of providing technical support to a learning management system (LMS) called Access LMS within the below scope of support:

- Triage, Troubleshoot and process support calls regarding any issues affecting the LMS
- Liaise with the wider team and escalate complex issues to 2nd line
- Set up, schedule and deliver client webinars covering the various system functions
- Provide excellent customer service
- Adhere to and resolve tickets according to their SLA and client-side impact

Customer Support Adviser, Conduent

Poole, UK

Feb 2018 — Sep 2018

Operated as a 1st line Customer Support Adviser providing support to the Portuguese and Brazilian GooglePlay market, my duties involved:

- Provide excellent customer service
- To diagnose and troubleshoot issues reported within the app (GooglePlay) via phone, email and chat.
- Provide end-user support by guiding customers through the setup and reconfiguration of their device.
- Provide advice about best practices to promote account security
- Ensure service is delivered adhering to the set SLA's and KPI's

EDUCATION

Bachelor Modern Languages, Faculdade de Letras

Lisbon, Portugal

2012 — 2015