SOLOMON UDOFIA

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SUMMARY

Results-driven and tech-savvy professional with a strong foundation in eCommerce platforms, client relationship management, and solution-driven account support. Experienced in coordinating cross-functional teams, translating client requirements into developer-ready specifications, and ensuring successful delivery of online store projects. Skilled in API integrations, UX optimization, and post-launch performance monitoring. Proven ability to strengthen client relationships, resolve issues quickly, and deliver measurable results that drive online revenue growth.

KEY SKILLS

- Account & Project Coordination – Client onboarding, requirements gathering, cross-team communication, progress tracking, timeline management
- eCommerce & Technical – Magento (basic familiarity), Shopify (basic familiarity), React JS, React Native, TypeScript, PHP, Redux, Firebase, REST APIs, Git/GitHub, payment gateway integrations, UX optimization for online stores.
- Client Success – Issue resolution, platform training, upselling, KPI monitoring, reporting
- Soft Skills – Adaptability, problem-solving, teamwork, negotiation, presentation skills
- Languages – English (fluent, written and verbal)

PROFESSIONAL EXPERIENCE

Sales Executive | 525 Systems   **2018 - 2021**

- Managed a portfolio of B2B and B2C clients, identifying customer needs and recommending tailored IT and eCommerce solutions.
- Coordinated with the technical team to ensure timely delivery of software products and services, maintaining high client satisfaction.
- Generated new business through lead prospecting, cold outreach, and product demonstrations.

Business Development Specialist | Dowell Research (UX Living Lab)   **2021 - 2024**

- Designed tailored business and digital solutions to address operational challenges faced by small and medium-sized enterprises, focusing on improving efficiency, sales performance, and customer engagement.
- Worked closely with clients to understand business needs, gather requirements, and document solution specifications for development teams.
- Provided post-implementation support and training, ensuring smooth adoption and measurable business impact.

Team Lead | Clapify   **2024 - MAY 2025**

- Managed the full development cycle of a cross-platform loyalty program app, from feature planning and technical documentation to launch.
- Liaised with small business owners to understand needs, translate them into technical requirements, and oversee developer execution.
- Provided onboarding support and training for merchants, ensuring adoption and proper feature use.

EDUCATION

B.Sc. Mathematics and Statistics – University of Calabar, Nigeria (04.2022)

ADDITIONAL INFORMATION

- Fully available for full-time work (40 hours/week, 9 AM–6 PM Latvia time) with flexibility to adjust for urgent client needs or time zone differences.
- Adept at working in remote, cross-cultural teams and managing client relationships across multiple countries.
- Legally eligible to work with international companies and able to travel for client meetings, team workshops, or training sessions when required.
- Committed to continuous learning, with an interest in expanding expertise in eCommerce platforms, digital marketing, and data-driven customer engagement.