

# Usman Abdulhakeem

Resourceful and tech-savvy professional with over 3 years of combined experience in customer support, technical assistance, and full-stack development. Specialized in building Shopify apps and themes, React-based frontends, and providing seamless user experiences. Adept at problem-solving, cross-functional communication, and delivering scalable solutions for SMEs and e-commerce brands.

42, Yomi Estate,  
Ilorin, Kwara State  
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## EXPERIENCE

### SaleshunterThemes, remote — Front-line Customer Support Specialist

April 2025 - PRESENT

Resolved 10+ daily live chat inquiries from Shopify merchants.

Provided technical guidance on custom coding, app integration, and theme issues.

Contributed to improving internal documentation and app usability feedback.

Support for all themes customization, including Blum, Electro, Shine and Normcore Theme

### PageFly Landing Page Builder, remote — Front-line Customer Support Specialist

April 2023 - April 2025

Resolved 10+ daily live chat inquiries from Shopify merchants.

Offered tier 1–2 technical assistance for web services and digital solutions.

Collaborated with team leads to optimize ticket resolution workflows.

Escalated bugs and issues with detailed feedback to developers.

### Customer Service Representative, Ibadan — ISON BPO International (MTN & Airtel Nigeria)

2021 - 2023

Delivered call center support to over 200 customers weekly.

Assisted with mobile services, subscriptions, and complaint resolution.

Achieved high CSAT and First Contact Resolution scores.

## SKILLS

**Web & App Development:** React.js, React Native, Vite, Tailwind CSS, JavaScript

**E-commerce Tech:** Shopify (Themes, Polaris, App CLI), Shopify Admin API.

**Backend & Database:** Firebase, MongoDB

**Support & Ops:** Customer Support, Live Chat, PayPal Dispute Handling, Zendesk

**CMS & Integrations:** Sanity CMS, WhatsApp API, Meta Business Tools

**Soft Skills:** Communication, Empathy, Time Management, Attention to Detail

## FREELANCE AND VOLUNTEER EXPERIENCE

**Freelance Web Developer & Shopify Consultant**  
Remote | 2022 – Present

- Collaborated with small business owners and entrepreneurs to build and customize websites using React.js and Shopify.
- Set up Shopify stores, integrated payment gateways, and configured product pages for clients with no technical background.

## EDUCATION

### University of Ilorin, Ilorin — Bsc. Ed

2013 - 2017

Bachelor of Science in Education – 2017

- Assisted with WhatsApp Business integration and automation for improved customer engagement and order handling.
- Delivered tailored solutions to help clients establish an online presence, especially across Instagram and WhatsApp sales channels.

## PROJECTS

### WhatsApp Integration App for Shopify

- Embedded WhatsApp business chat for Shopify storefronts with admin control.
- Features: dynamic greeting texts, page-based display logic, working hours toggle.

### StockFlow – Inventory & Order Tool for WhatsApp/IG Vendors

- Designed for vendors who sell via social media; tracks product stock and orders offline.
- Built using React Native + AsyncStorage with future WhatsApp automation features planned.

### CloudHouse WhatsApp Widget App – Shopify App | React + Tailwind + Polaris + Firebase

- Built a customizable chat widget for Shopify merchants to interact via WhatsApp.
- Features: button color/theme customization, smart pre-filled messages, scheduling by business hours, and admin dashboard.
- Integrated with Shopify App Embed and Admin APIs.

## LINKS

Github:

<https://www.github.com/serhaykay>

LinkedIn:

<https://www.linkedin.com/in/serhaykay>