

# USMAN ABDULHAKEEM

Customer Service Specialist  
And Shopify Expert

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Lagos, Nigeria



## PROFILE

As a dedicated Customer Support Specialist, I bring over three years of experience in providing exceptional customer service and technical support in the e-commerce domain. My expertise lies in Shopify store design, PageFly integration, and landing page optimization. I have successfully assisted customers in creating high-converting online stores, troubleshooting complex technical issues, and enhancing overall user experience. With a strong background in call center operations and a commitment to customer satisfaction, I excel at delivering personalized solutions and maintaining high levels of customer loyalty. My ability to understand customer needs and provide effective support makes me a valuable asset to any team.

## EDUCATION

### University of Ilorin

Bachelor of science in Education Bsc.Ed

## CERTIFICATIONS

- **Certified Support Professional (CSP)**
- **Google IT Support Professional Certificate**

## SKILLS

- Ability to work independently and as part of a team.
- Excellent time management and organizational skills.
- Strong attention to detail.
- Commitment to continuous learning and improvement.
- Strong
- Core Shopify Liquid, Tailwind CSS for Theme development and Troubleshooting.

## TOOLS AND TECHNOLOGIES

- PageFly platform
- Shopify Platform
- Ticketing system (Crisp, Zendesk, Slack)
- Replo App and some other Page Builder Platforms.
- Communication tools (e.g., email, chat software)

## PROFESSIONAL EXPERIENCE

### Front-line Customer Support Specialist

PageFly Landing Page Builder - 2023 till date

- Provided first-line technical support to PageFly users via Crisp Chat System.
- Troubleshooted and resolved a wide range of customer issues related to PageFly features and functionalities.
- Escalated complex issues to the appropriate technical team for further resolution.
- Drafted clear and concise knowledge base articles and FAQs to enhance customer self-service capabilities.
- Maintained a positive and professional demeanor while delivering exceptional customer service.
- Assisted customers in optimizing their Shopify stores using PageFly, enhancing user experience and increasing conversion rates.
- Collaborated with the development team to report bugs and suggest improvements based on customer feedback.
- Leveraged HTML, CSS, and Shopify Liquid knowledge to provide in-depth troubleshooting assistance for complex PageFly theme customization issues.

### Call Center Agent - MTN and Airtel Nigeria

ISON BPO International - 2020 till 2023.

- Provided exceptional customer service by effectively handling inbound and outbound calls, addressing customer inquiries, and resolving issues in a timely manner.
- Managed a high volume of calls daily, maintaining a high level of productivity and meeting performance targets consistently.
- Utilized CRM software to document customer interactions, track issues, and ensure accurate and timely follow-up.
- Developed a deep understanding of company products and services to provide knowledgeable and accurate information to customers.
- Handled escalated customer concerns with professionalism and empathy, ensuring customer satisfaction and retention.
- Assisted in training and mentoring new call center agents, sharing best practices and fostering a collaborative team environment.