

Usman Abdulhakeem

Technical Support Specialist and Full Stack Web Developer

I transform ideas into interactive realities through full-stack web development

Lagos, Nigeria.
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EXPERIENCE

PageFly Landing Page Builder, Remote — *Front-line Customer Support Specialist*

May 2023 - PRESENT

- 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
- 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 app customization issues.
- Provide support for the SalesHunter Themes which is also part of the BraveBits products.

Ison BPO International, Nigeria — *Call Center Agent- MTN and Airtel Nigeria*

May 2020 - May 2023

- Handled inbound and outbound customer calls, resolving inquiries and complaints efficiently.
- Provided information on products and services, helping customers make informed decisions.
- Achieved a high rate of customer satisfaction through effective communication and problem-solving skills.
- Assisted customers with billing issues, account updates, and service requests..
- Maintained detailed records of customer interactions, ensuring data accuracy and privacy.
- Offered technical support for mobile services, internet, and device-related issues

SKILLS

Ability to work independently and as part of a team

Excellent time management and organizational skills

Strong attention to details

Commitment to continuous learning and improvement

Core Shopify and WordPress knowledge for theme development and troubleshooting

Excellent in programming languages like JavaScript, Shopify Liquid, React, JQuery, Node.js, SQL, HTML, CSS

TOOLS AND TECHNOLOGIES

PageFly platform and Landing page builders

Shopify and Wordpress

Ticketing systems (Crisp, Zendesk, Slack)

Communication tools (e.g. Email, Discord, Chat softwares)

CERTIFICATIONS

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

- Collaborated with team members to improve customer service strategies and processes
- Utilized CRM software to manage customer interactions and track performance metrics.

LANGUAGES

English

EDUCATION

University of Ilorin, Ilorin — Bachelor of Science in Education *Bsc.Ed*

SEPTEMBER 2013 - MAY 2018

PORTFOLIO

Github profile — [check my recent repositories](#)

Portfolio — [view portfolio](#)

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