


# AI SYA DEWI SAFIRA

TECHNICAL SUPPORT EXPERT

 /aisyadfira

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## EXPERIENCE

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2020 - 2023

### TEAM LEADER (2020 -2021) SENIOR TECHNICAL SUPPORT (2022 - 2023)





#### STAMPED.IO

- Successfully managed and resolved the most advanced technical tickets that were escalated by Tier 1 and Tier 2, effectively addressing complex app bugs and fulfilling customization requests.
- Demonstrated effective collaboration with both back-end and front-end engineers to conduct thorough initial troubleshooting and generate comprehensive bug reports, utilizing a wide array of tools such as SQL, database clients, jQuery, HTML, CSS, API, Webhooks, and JIRA.
- Proficiently identified and resolved integration issues across diverse apps, including Bazaarvoice, ActiveCampaign, Klaviyo, Bigcommerce, Fast Simon, Findify, and various other third-party platforms. This ensured a seamless and efficient data flow, significantly enhancing the overall functionality of the company's systems.
- Skillfully troubleshooted Google integration, executed strategic SEO optimization for the merchant's e-commerce page through Rich Snippets, and meticulously synchronized Google feeds to attain optimal visibility and prominence within Google Shopping product search results.
- Effectively utilized various e-commerce dashboards, with a special focus on platforms like Magento, BigCommerce, Shopify, WooCommerce, and other industry-leading solutions. This streamlined operations, boosted cross-platform functionality, and greatly contributed to maximizing business success.
- Utilized advanced CSS and JQuery proficiently to make extensive alterations to widget displays, impeccably aligning them with the store's distinct page themes.
- Demonstrated strong coordination and management skills in handling the support team's schedule, expertly balancing workload distribution and consistently meeting the dynamic demands of customers.
- Provided oversight for the resolution of escalated technical issues, displaying adept collaboration with cross-functional teams to achieve prompt and effective solutions.
- Played a pivotal role in training new team members, fostering their product knowledge and honing customer service skills, ultimately leading to elevated performance levels.
- Singularly contributed to the creation of some loyalty pages for some of the highest-value merchants, a venture that has been substantiated to significantly bolster revenue and curtail churn rates.

## ABOUT ME

Greetings, I'm Aisya—a dedicated professional with a proven track record in technical support and cross-functional collaboration. With hands-on expertise in resolving intricate technical tickets, generating comprehensive bug reports, and fostering seamless integration across diverse platforms, I have consistently delivered exceptional outcomes.

## CONTACT


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## SKILLS

- HTML, JavaScript, CSS 
- Illustrator 
- REST APIs 
- ECommerce 
- Troubleshooting 
- Bug Tracking 
- Confluence 

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## EXPERIENCE

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2019 - 2020

### CUSTOMER SERVICE SPECIALIST | DEDICATED AGENT INFLUX

- Achieved proficiency in responding to inquiries through phone, email, and chat, expertly troubleshooting technical issues and delivering resolutions to customer complaints.
- Demonstrated exceptional efficiency by streamlining customer interactions through adept utilization of tools including Slack, Zendesk, Intercom, Freshdesk, Helpscout, and Shopify.
- Attained an in-depth understanding of clients' products, including a grasp of programming languages such as CSS, HTML, and JS, enabling me to offer personalized customer service and precise information tailored to individual requirements.
- Collaborated effectively with cross-functional teams to pinpoint, escalate, and successfully resolve intricate technical challenges, thereby contributing valuable insights for product enhancements and augmenting the overall customer experience.
- Provided dedicated and unwavering client support, establishing close collaborations with internal teams to ensure seamless communication and prompt resolution of issues, thereby nurturing robust and collaborative partnerships.

2018 - 2019

### WRITER | CORRESPONDENCE THE BEAT BALI MAGAZINE

- Contributed extensively as a writer and correspondent for The Beat Bali Magazine, specializing in reviewing diverse facets such as food, cocktails, and spa experiences.
- Showcased expertise in artist interviews within Bali, orchestrating captivating interactions to secure exposure for their work in the magazine.
- Crafted engaging content by skillfully profiling DJs, enabling readers to gain insightful perspectives on the music scene and artists' backgrounds.

## EDUCATION

2014 - 2018

### ENGLISH LINGUISTIC MAJOR DIPONEGORO UNIVERSITY

Studying English language, including its structure, history, phonetics, semantics, and sociolinguistics, providing a deep understanding of language use and communication.

2011 - 2014

### COMPUTER & NETWORKING MAJOR VOCATIONAL HIGH SCHOOL

Studying computer systems, network infrastructure, protocols, and cybersecurity