**Arthur Duboks**

Montreal, Canada | [codebyarthur@gmail.com](mailto:codebyarthur@gmail.com) | [LinkedIn](https://www.linkedin.com/in/arthur-duboks/) | [CodeByArthur](https://www.codebyarthur.com/)

Tech-savvy Developer and Shopify Technical Support Engineer with strong experience in full-stack development, application development, digital marketing, and programming across various roles. Highly skilled in collaborating with cross-functional teams to enhance user experience, implementing high-quality, responsive, and scalable software solutions, and leveraging data-driven insights to drive business growth. Adept at mastering new technologies, technical problem-solving, and continuously enhancing development processes to drive excellence in software engineering.

**CORE COMPETENCIES**

* Full-Stack Development
* Technical Support
* Programming
* E-Commerce Operations
* App Development
* DevOps
* Cross-functional Collaboration
* Customer Support
* UX/UI/CX

**TECHNICAL EXPERIENCE**

**Front-end Development:** HTML5, CSS3, Tailwind CSS, JavaScript ES6+, TypeScript, React, React Native, Next.js, Redux

**Back-end Development:** Node.js, Express, MongoDB, Firebase, Prisma

**Development Tools and Practices:** Jest, Git, MVC Architecture, Figma

**Additional Skills:** SEO, Stripe

**PROFESSIONAL EXPERIENCE**

**Debutify (Shopify Theme | SaaS)** **Montreal, Canada**

L2 Technical Support Engineer Lead (Contract) Jan 2024 – Present

* Managed and resolved L2 support tickets promptly, consistently maintaining swift turnaround times for issue resolution.
* Diagnosed and addressed bugs in Shopify Liquid, JavaScript, CSS, and jQuery successfully optimizing website functionality.
* Partnered with the Level L3 team to rectify complex back-end-related issues.
* Achieved a target resolution rate of 90% for Level 2 support tickets.

**Guillemot Inc. (Thrustmaster | Hercules DJ USA)** **Montreal, Canada**

Brand E–Commerce Manager, North–America Feb 2022 – Present

* Oversaw e-commerce operations for Thrustmaster and Hercules DJ USA.
* Enhanced website CRO and user engagement by 15% through data-driven UX/UI improvements.
* Created and optimized SEO content, resulting in a remarkable 300% increase in organic search traffic.
* Achieved 10X ROAS on Google Ads, scaling tailored campaigns to $1M+ in 6 months as an in-house PPC Manager.

**Debutify (Shopify Theme | SaaS)** **Montreal, Canada**

L1 Technical Support Engineer (Contract) Jan 2022 – Present

* Addressed and effectively resolved L1 issues, ensuring timely responses and maintaining a seamless support experience.
* Optimized Debutify theme and Shopify front-end for an improved user experience, utilizing HTML, CSS, and JavaScript and incorporating Intercom user requests.
* Collaborated with L2 teams to enhance customer experience, following DevOps best practices and escalating complex issues as necessary.

**PROJECT EXPERIENCE**

[**GPT-Creative**](http://github.com/arthurduboks/gpt-creative) Jan 2024

* Engineered a Next.js full-stack app powered by the OpenAI API and utilizing Next.js 14, React Query, Railway, Prisma, OpenAI, Clerk Authentication, and Tailwind CSS.

[**DropBox Clone**](http://github.com/arthurduboks/dropbox-clone) Nov 2023

* Developed a DropBox-inspired clone built with Next.js 14, CRUD operations (Firebase) and user authentication utilizing Next.js 14, Zustand, TypeScript, Firebase, Clerk Authentication, and shadcn.

**EDUCATION**

**Montreal College of Information Technology Montreal, Canada**

College Diploma in Computer Science Completed 2023

* HTML5, CSS3, Bootstrap 4, JavaScript, Angular, DSAs, OOP, PHP, MongoDB

**Lighthouse Labs Montreal, Canada**

Certificate in Web Development Completed 2022

* HTML5, CSS3, Ruby, MySQL