

Sinclair Anusiem

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Summary:

Customer Success Associate with a background in **Frontend Development** and **Technical Support**. Experienced in assisting users with eCommerce solutions, troubleshooting HTML/CSS issues, and ensuring exceptional user experiences. Passionate about problem-solving, educating users, and optimizing digital platforms for efficiency. Proficient in **Shopify, HTML, CSS, JavaScript, and API integrations**.

Experience:

1. Frontend Developer & Customer Success Specialist

Atutechs Corp

Feb 2024 - Sept 2024

- Developed and maintained 80% of websites using HTML, CSS, and Shopify, focusing on responsive design and functionality.
- Resolved page-related issues in 70% of cases by troubleshooting visual discrepancies and ensuring seamless user experiences across devices.
- Collaborated with the team to troubleshoot and fix 85% of issues, ensuring the final product met client expectations.

2. Customer Success Associate

GemPages

Jan 2025 - Present

- Assisted 90% of users in resolving page-building and design issues using GemPages Page Builder.
- Improved HTML/CSS troubleshooting efficiency by 40%, reducing customer wait times.
- Helped increase customer satisfaction scores by 25% through effective Shopify guidance.

Notable projects and achievements:

- Shopify Store Launch, Interactive Digital Menu, Educational Website Design.

Skills:

- Customer Success, User Education, Frontend Development, HTML, CSS, JavaScript, Shopify, eCommerce Solutions, Technical Support, Troubleshooting, Problem-Solving, Critical Thinking, Communication, Collaboration, API Integration, Data Visualization, Negotiation, and Sales (Currently Learning).

Education:

The Federal University of Technology, Owerri.

Computer Science (NOV 18–April 24)

- B.Tech. in Computer Science with Distinction (Second Class Hons.)

Additional Information:

- **Passion for problem-solving:** skilled at identifying challenges and working collaboratively to find tailored solutions.
- **E-Commerce Expertise:** Hands-on experience with Shopify tools and strategies, enabling merchants to succeed.
- **Customer-centric mindset:** believes every interaction is an opportunity to build trust, provide value, and ensure long-term customer success.
- **Continuous Growth:** Dedicated to learning and staying updated on the latest trends in e-commerce and customer success.

Certifications & Training

- Shopify & eCommerce Training, HTML, CSS, JavaScript Courses (Frontend Development), Customer Success & Technical Support Fundamentals.

Tools & Technologies

- Shopify, GemPages, WordPress, HTML, CSS, JavaScript, APIs, Data Visualization (Chart.js, D3.js), Help Desk & Customer Support Tools.