

Clem Omotosho

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EDUCATION

Northern Alberta Institute of Technology

Edmonton, Alberta

Technical Diploma in Web Design and Development (ongoing)

American University of Nigeria

Adamawa, Yola

Completed 2 years coursework towards Bachelor of Science in Information Systems

EXPERIENCE

Technical Solutions Engineer

February 2023 – Present

Stackadapt(Remote, Canada)

- **Technical Consulting:** Providing technical consulting to internal teams, clients, and third-party developers around the capabilities of Stackadapt's APIs and using it to build custom solutions
- **Integrations and Solutions:** Developing and implementing frontend and server-to-server solutions within client systems. Reviewing client integrations that use StackAdapt's APIs, solving problems and achieving strategic business objectives.
- **Cross-functional Collaboration:** Collaborating with engineering and product teams to streamline implementations and resolve product bugs and incidents
- **Knowledge Base Development:** Developing and documenting best practices and playbooks around implementing Stackadapt's APIs and products.
- **Project Management:** Driving projects that improve support-related processes.

Senior Technical Support Specialist- Key Accounts

May 2022 - February 2023

Shopify(Remote, Canada)

- **Enterprise-Level Support:** Managed technical escalations for Key enterprise accounts the biggest accounts on Shopify, improving SLA compliance through efficient problem resolution.
- **Mentorship & Training:** Mentored junior team members, sharing technical knowledge to improve the team's expertise and effectiveness.
- **API Support:** Acted as a consultant to developers and partners using Shopify's APIs in their apps or on client stores.

Merchant Advisor

January 2021 - May 2022

Shopify(Remote, Canada)

- **Client Onboarding:** Guided small and medium-sized business owners through technical onboarding, facilitating successful migrations to the Shopify platform and driving user adoption.
- **Technical Consulting:** Advised merchants and developers around the Shopify ecosystem and suggested solutions tailored to their needs.
- **Technical Support:** Attended to technical needs of merchants, handling escalation and resolution in a timely manner.
- **Projects:** Contributed to multiple projects around improving support-related processes.

CERTIFICATIONS, CREDENTIALS AND CERTIFICATES

- IT Support Certificate by Google
- Introduction to Back-End Development by Meta
- Programming with Python by Meta
- Building an AI Application (using JavaScript, React and OpenAI API)
- Javascript by Sololearn
- Google AI Essentials by Google

PROJECTS

Weather AI App

React, Javascript, Nodejs, Open AI API, Vercel — [Github Repository](#) — [Live Site](#)

- Integrated OpenAI's API into my React-based weather app, creating an interactive experience that knows what location you want weather information from, explains current weather data in simple language, and even suggests what to wear.
- The biggest challenge i faces was developing a system prompt to return text responses from openAI's API in an appropriate tone. I solved this by using the few-shot prompting technique, specifying the tone and providing clear examples in the system prompt to steer the model to better performance.
- Skills developed in this project: prompt Engineering, API integration, user-based authentication, storing user tokens in a ServiceWorker, UX development, task-based API configuration, and sending and receiving requests to the API.

TECHNICAL SKILLS

Languages: HTML, Python, CSS, SQL, JavaScript, PHP

Frameworks: React, Next.js, Node.js

Developer Tools: Git, VS Code, Vite, PostMan, Vercel

API: Rest, GraphQL

Online Business platforms: Shopify, Shopify Flow, Google Tag Manager, Google Analytics, Wordpress, Adobe Launch, Taelium Tag Manager, Zapier

Logging and Monitoring: Kibana, Grafana, Splunk, ElasticSearch