

MEHDI SALEMI

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CAREER OVERVIEW

My name is Mehdi Salemi, and I am primarily self-taught web developer who has developed my own landing pages for my business. My primary focus is to write clean, elegant code, with a focus on user friendly design. My past experience is in sales and running my own business, but always had a passion for building applications. I started with building iOS applications in Swift, but since joining Shopify 4 months ago as a Support Advisor, my goal has to become a Front-End Developer. [Please check my person site here https://mssalemi.github.io/](https://mssalemi.github.io/) and have been focusing on the following technologies.

TECHNICAL SKILLS

- JavaScript, HTML, CSS
- Frameworks – React, Bootstrap
- Passion for User Interface and Digital Marketing

EDUCATION

2021 – GENERAL ASSEMBLY: SOFTWARE ENGINEERING IMMERSIVE BOOTCAMP

2009-2013 – UNIVERSITY OF TORONTO: BACHLORS IN ECONOMICS AND POLITICAL SCIENCE

Online Learning:

- Asynchronous JavaScript, *UDEMY*
- React – The Complete Guide, *UDEMY*
- The Complete Web Developer in 2020, *UDEMY*
- Building Shopify Themes from Scratch, *UDEMY*
- Digital Marketing Analyst, *SIMPLILEARN*
- Facebook Marketing Specialist, *SIMPLILEARN*

EXPERIENCE

MARCH 2021 - PRESENT

Support Specialist, SHOPIFY, OTTAWA

Joined the Shopify Plus team and support merchants. Dealt with more technical problems facing

merchants. Worked with Developers and other support teams to deliver what merchants need. Lean on teams for support and guidance.

JAN 2021 – MARCH 2021

Support Advisor, SHOPIFY, OTTAWA

Supported merchants via Phones, Chat and email in a professional manner. Dealt with problems quickly and in an efficient manner. Leaned on team for support when issues arose that I was unaware of the solution. Helped merchants grow their business by connecting and empathizing with them. Made sure merchants were aware of features and fixes to their problems. Ensured merchants always got the most out of the platform and engage in human conversations.

June 2017 – Dec 2020

Owner / Operator F45 TRAINING BANK STREET, OTTAWA

Used all my past experience and skills to open up a new fitness studio. Built a successful business and grew revenue from zero to \$350K a year. We built a profitable business within 12 months, and it was growing at a very nice rate until Covid-19 temporarily shut down the business in March 2020. At present, we are restarting again (as of Nov 2020). My responsibilities include: finding leads, nurturing them to attend first class, selling memberships, managing social media advertising with Facebook, Instagram, LinkedIn and Google, and understanding what it takes to sign up a lead and keeping them as a long-term customer. During the Covid-19 shut-down, we pivoted to a strong online presence by developing and editing a professional at home workout experience. We achieved revenue and profitability in record time of one month.

February 2016 – May 2017

Membership Manager , ONE HEALTH CLUBS, MISSISSAUGA

There were two key software components - Mindbody and Salesforce CRM. By understanding customer needs, building trust and respecting customer wishes, I achieved a steady rate of 20 clients sold per month. In this process. In my opinion, a successful salesperson has to understand customer needs, be very up to date on product knowledge (features and differentiation), build trust with customers and be an excellent team player to enable an end-to-end positive experience for the customer.