Shuaib Evans

South Africa • +27 78 494 7460 • Webdev@shuaibevans.co.za • LinkedIn

Accomplished IT professional with over 8 years of experience, specializing in full-stack web development, technical support, and team leadership. Currently leading a global team at 5CA while delivering impactful web applications with JavaScript (React), PHP, and MySQL, achieving 20%+ user engagement gains. Proficient in AWS, Salesforce, and agile methodologies, with a strong foundation in IT and cloud support.

Experience

JUNE 2024 – PRESENT
Team Lead | 5CA| Remote

- Lead a distributed team of 15+ professionals, achieving 95%+ quality scores and boosting efficiency by 20% through optimized remote workflows.
- Drive agile project execution using Jira and Slack, reducing delivery timelines by 15%.
- Analyze performance data with Salesforce, delivering a 25% uplift in KPIs and presenting actionable insights to stakeholders.
- Mentor team members via virtual coaching, ensuring 90%+ KPI attainment across the board.

AUGUST 2022 – JUNE 2024
Support Agent| 5CA| Remote

- Resolved complex PC hardware, network, gaming, and software issues via Zendesk and Salesforce ticketing systems, maintaining high KPIs.
- Diagnosed and addressed trending IT issues, enhancing support efficiency and system reliability.

OCTOBER 2018 – PRESENT
Full Stack Web Developer| Evtech Solutions | Remote

- Develop and maintain responsive web applications and architecture using HTML, PHP, JavaScript (React), XML, CSS, and MySQL, driving a 20% increase in user engagement across multiple projects.
- Collaborate with cross-functional teams to design, develop, and implement new features, ensuring high-quality deliverables and client satisfaction.
- Participate in code reviews and enforce best practices, achieving a 30% reduction in bugs and issues.
- Troubleshoot and resolve technical issues as they arise, maintaining system uptime of 99.9%.
- Stay up-to-date with emerging trends and technologies in web development, adopting new tools and frameworks that improved development efficiency by 40%.

APRIL 2021 – AUGUST 2022
Cloud Support Engineer | Amazon | Remote

- Supported AWS-based solutions, ensuring 99% availability and reducing response times by 20%.
- Escalated complex issues, improving system reliability by 15%.

JANUARY 2018 – OCTOBER 2018

Senior IT remote Support Engineer | Discovery Limited | Sandton, Gauteng

- Provided IT support to 15,000+ employees across 4 domains, resolving hardware, software, and network issues.
- Managed ticketing and escalations, optimizing system performance for a large-scale enterprise.

JANUARY 2017 – DECEMBER 2017

Senior IT remote Support Engineer | Discovery Limited | Sandton, Gauteng

- Troubleshot multi-platform (Windows, Mac, Linux) IT issues and configured hardware/software for clients.
- Supported network connectivity and system setups, ensuring operational continuity.

Education

2017

NQF 4 Information Technology | Torque IT | Rivonia

- Graduated with Top Achiever Award

Certifications

- Google Analytics Certification
- Google Ads Search Certification
- CompTIA A+
- CompTIA Network+

Projects & Achievements

- **Engineering Service Website**: Built a responsive, SEO-optimized site with React and PHP, boosting client inquiries by 20%.
- **Customer Support Chat System**: Engineered a JavaScript-based live chat tool, reducing response times by 25%.
- **Process Monitoring Dashboard**: Designed an AWS-hosted tool for real-time IT tracking, cutting downtime by 20%.
- **Workflow Automation Suite**: Developed a scalable solution for a mining client, decreasing processing time by 30%.

Skills

- **Languages/Frameworks**: JavaScript (React), PHP, HTML, CSS, Node.js, Python, XML
- **Databases**: MySQL, PostgreSQL, MongoDB
- **Tools/Platforms**: AWS, Salesforce, Jira, Slack, Docker, Git, Zendesk
- **Methodologies**: Agile, SEO, UX Optimization
- **Other**: Network Troubleshooting, System Monitoring, Cloud Support

References

Available upon request