



# Wayne de Villiers

## Customer Success | Technical Troubleshooter | Web Developer

Customer Success Support with technical back-ground in Web Development.  
Native English, German (C1), Patient, reliable and customer focused.

## WORK EXPERIENCE

### PERSONAL INFORMATION

-  Harz 50, 06108 Halle (Saale)
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### CUSTOMER SUPPORT SKILLS

- Technical troubleshooting and problem solving
- Customer onboarding and training
- Chat and Email support
- Ticket management systems (Jira)
- Document and knowledge base creation

### TECHNICAL BACKGROUND

- Operating Systems: macOS, Linux
- Development: JavaScript, HTML/CSS, React, Node.js, WordPress, databases (MySQL, PostgreSQL)

01.2025 - present |

#### Wordpress Developer & Customer Success Engineer | ELLU Studios (Hybrid) Website: ellustudios.com

- **Customer Support:** Respond to customer inquiries about technical issues, account setup, platform navigation
- **Technical Troubleshooting:** Diagnose & resolve WordPress-related technical problems
- **Onboarding:** Guide new users through account setup & platform orientation
- **Problem Resolution:** Handle diverse customer issues (login problems, course access etc.)
- **Communication:** Provide written support to customers with varying technical skill levels
- **Documentation:** Create & maintain support documentation to help customers self-serve

12. 2024 - 4.2025 |

#### Freelance Web Developer | Musikleben e. V. (Remote) Website: musikleben.live

- **User-Focused Development:** Built responsive web app prioritizing usability, mobile compatibility, and user experience
- **Problem-Solving:** Troubleshot technical issues affecting user experience across frontend and backend
- **Independent Project Management:** Managed project lifecycle from requirements to deployment with minimal supervision

## WORK EXPERIENCE

## EDUCATION

2025	<b>AI Engineering   (Remote)</b> Turing College, Lithuania
2024 - 2025	<b>Full Stack Web Development   (Remote)</b> WBS Coding School, Berlin
2020 - 2022	<b>Diploma (Berufs- ausbildung) in Software Development (Java)  </b> Future Training, Halle (S.)
2009 - 2010	<b>Sound Engineering &amp; Production Diploma  </b> Cape Town, South Africa
2001	<b>Matriculation (Abitur)  </b> Selborne College, South Africa

## LANGUAGES

English	Mother tongue   TEFL Certification as English Teacher
German	C1

03.2021 - 04.2024 |

**Junior Software Developer |** Datameer GmbH, Halle (Saale), (Hybrid)

**Developed backend features for data analytics platform, gained deep technical troubleshooting skills**

- **Technical Problem-Solving:** Debugged complex issues across backend (Java) and frontend (JavaScript) systems
- **System Understanding:** Worked with databases (PostgreSQL), APIs, and data pipelines
- **Remote Work:** Self-directed work with minimal supervision in distributed team
- **Ticket Management:** Used Jira for tracking issues and maintaining organized workflow
- **Quality Focus:** Participated in QA processes and maintained detailed documentation

2010 - 2021 |

**Professional Development in Germany & Asia**

**Diverse customer-facing roles: English teacher, hospitality, dive club management**

- **Teaching:** English Teacher in Elementary School (Thailand & China)
- **Dive Club Management:** Managed dive club operations, Customer Service, Scuba Diving Teacher (**PADI Dive Master Certificate**)
- **Cultural Competences:** Worked with international customers across multiple countries and cultures
- **Communication:** Developed patience, empathy, and ability to adapt explanations to different audiences