



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: Troubleshoot 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 **AI Engineering | (Remote)**
Turing College, Lithuania

2024 - 2025 **Full Stack Web Development | (Remote)**
WBS Coding School, Berlin

2020 - 2022 **Diploma (Berufsausbildung) in Software Development (Java) |**
Future Training, Halle (S.)

2009 - 2010 **Sound Engineering & Production Diploma |**
Cape Town, South Africa

2001 **Matriculation (Abitur) |**
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