Azm Mohibul Haque Surov

IT Support Professional

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LinkedIn, GitHub & Portfolio

PROFILE

Proven Technical Support Specialist with 5 years of proficiency in guiding users through software implementations, offering comprehensive assistance for a wide range of applications and platforms. Adept at collaborating with enterprise-level clients to understand their unique challenges and providing tailored solutions for optimal success.

EMPLOYMENT HISTORY

Technical Support Specialist at ContactMonkey   March 2024 – Present

- Assisting customers with configuring and setting up the ContactMonkey tool and resolving application issues, including HTML Email Templates, Microsoft/Azure setup, Sendgrid API , Zendesk integration, Slack administration and other integrations.
- Facilitating the technical onboarding process for new employees and contributing to technical documentation for internal use.
- Streamlined customer support processes, including case triage, escalation procedures, and ticket management, to enhance operational efficiency.

Support Advisor at Shopify   June 2023 – Feb 2024

- Provide prompt and effective support to Shopify users through various communication channels, including email, live chat, and phone calls.
- Assist users with onboarding, setup, and customization of their online stores, offering expert guidance to maximize their e-commerce success.
- Offer personalized guidance and recommendations to help users optimize their Shopify stores, increase sales, and enhance their online presence.
- Provide technical support to merchants by diagnosing and resolving issues related to code implementation, API integrations, and customizations within the Shopify ecosystem.

Application Support Specialist at Bold Commerce   Sep 2020 - April 2023

- Integrated Web Applications for Shopify and Woo-Commerce customers by adding custom code defined in SDK documents.
- Responded to merchant concerns about products/bugs and rigorously tested the customer's e-commerce site to identify the root cause of the problem to ensure the issue is escalated to the proper product engineering/QA team for hotfix.
- Updated knowledge base, internal tools, and systems to ensure employees are equipped with troubleshooting procedures and escalations.
- Worked with product owners to define and prioritize product backlog.

EDUCATION

BA Computer Science and Economics, University of Manitoba

SKILLS

JavaScript • React • Next.js • TypeScript • RESTFul API • HTML5 • CSS3 • SCSS • MongoDB • MySQL • Git Redux • Firebase •GraphQL • Python • PHP • AWS