

SAMUEL FEMI TAIWO

IT SPECIALIST - DEVELOPER, SYSTEM SUPPORT AND ANALYST

CONTACT

- +27 81 539 2669
- femiyb@gmail.com
- www.femiyb.com
- Somerset West, South Africa

EDUCATION

BSc in Information Technology
Richfield Graduate Institute of Technology, South Africa
2019 - 2021

Diploma in Computer Science
The Polytechnic Ibadan, Nigeria
2011 - 2013

CERTIFICATES

IBM Full Stack Software Developer Specialization
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[Verify at https://www.coursera.org/account/accomplishments/professional-cert/8UY8XDSR6Y85](https://www.coursera.org/account/accomplishments/professional-cert/8UY8XDSR6Y85)

Google IT Support Specialization
-
[Verify at https://www.coursera.org/account/accomplishments/professional-cert/JQ2FQ7WRS735](https://www.coursera.org/account/accomplishments/professional-cert/JQ2FQ7WRS735)

University of Leeds' Foundations of Software Testing and Validation
-
[Verify at https://www.coursera.org/account/accomplishments/verify/KS45DHR4XY9V](https://www.coursera.org/account/accomplishments/verify/KS45DHR4XY9V)

SKILLS

- WEB DEVELOPMENT
- WORDPRESS DEVELOPMENT
- REACT JS
- NODE JS
- APP DEVELOPMENT
- TECHNICAL SUPPORT
- PRODUCT ENGINEERING
- PYTHON
- SOFTWARE TESTING
- ARTIFICIAL INTELLIGENCE
- DATA SCIENCE
- CLOUD COMPUTING
- VERSION CONTROL
- SOFT SKILLS

PROFILE

I'm an IT Specialist with expertise in web development and technical support, driven by a passion for enhancing user experiences and pushing technology's boundaries. My experience in agile methodologies and product lifecycle management fuels proactive problem-solving and continuous improvement. With a strong commitment to excellence, I ensure all products I work on meet high standards. I thrive in innovative, quality-focused environments and am eager to contribute to impactful technology solutions.

WORK EXPERIENCE

IT Specialist - System Support and Analysis (Remote)

Inpsyde GmbH January 2022 - Present

- Providing advanced second-level technical support, ensuring the resolution of complex issues escalated from first-level support.
- Employing sophisticated error debugging and resolution engineering techniques to address technical challenges.
- Developing technical documentation and user guidelines that enhance product understanding and self-sufficiency.
- Contributing to a unified support strategy, and reinforcing team effectiveness.
- Ensuring the production of high-quality, reliable documentation, maintaining its relevance and accessibility.
- Optimizing ticket system processes for improved issue tracking and service responsiveness.
- Monitoring service quality and system performance, responding proactively to maintain high standards.
- Collaborating with the QA team in product testing and error reporting, debugging, and suggesting improvements for product optimization.

Web Developer - WordPress Plugin Developer (Remote)

How Do You Tech LLC Dec. 2020 - Dec 2021

- Developed and maintained custom WordPress plugins to enhance website functionality and meet client requirements.
- Collaborated with cross-functional teams, including designers and project managers, to gather project requirements and ensure seamless plugin integration.
- Conducted thorough code reviews and debugging to identify and resolve issues, ensuring optimal performance and compatibility.
- Designed and implemented user-friendly plugin interfaces, providing clients with intuitive tools to manage website features.
- Stayed up-to-date with WordPress updates, best practices, and coding standards, and ensured that plugins remained compatible with the latest WordPress versions.
- Optimized plugin performance through code optimization and caching techniques, resulting in faster website loading times.
- Performed rigorous quality assurance testing, including functional, compatibility, and regression testing, to ensure plugin stability and functionality across different browsers and devices.
- Kept abreast of industry trends and emerging technologies to recommend innovative solutions and improvements for clients' websites.
- Contributed to the open-source WordPress community by collaborating on projects, and enhancing personal and professional development.

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EXPERTISE

- Proficiency in designing and developing web applications, encompassing both front-end (React.js, UI/UX design) and back-end (Node.js, databases) aspects.
- Specialized knowledge in creating and maintaining WordPress websites, including theme and plugin development, customization, and optimization.
- Good Knowledge of quality assurance practices, including test planning, test case design, and automated testing, ensuring robust and reliable software products.
- Good Knowledge of managing databases such as MySQL and PostgreSQL, including data modeling, optimization, and maintenance.
- Experience in providing technical support, troubleshooting, and customer service, ensuring client satisfaction and issue resolution.
- Knowledge of product development lifecycles, including ideation, design, development, and quality assurance, to create innovative and reliable products.
- Strong soft skills, such as communication, problem-solving, teamwork, and adaptability, contributing to effective collaboration and overall success.

REFERENCES

Mary Job

✉ mariajob@gmail.com

Rebecca Handy

✉ accounts@haumannsmal.com

Jonathan Bossenger

✉ jonathanbossenger@gmail.com

WORK EXPERIENCE

Technical Support Engineer (Remote)

Stranger Studios LLC - Paid Memberships Pro

March 2019 - August 2021

- Provided specialized technical support for WordPress plugins, offering expert assistance to users.
- Diagnosed and resolved complex issues related to plugin functionality, compatibility, and performance to ensure seamless user experiences.
- Collaborated closely with the plugin development team to identify, report, and prioritize bugs, user feedback, and feature requests for continuous product improvement.
- Kept up-to-date with the latest WordPress updates, plugin releases, and best practices to provide accurate and timely support.
- Maintained a comprehensive knowledge base and documentation for the plugin, ensuring that users had access to clear and accurate resources for self-help.
- Collaborated with other technical support team members to share knowledge, best practices, and effective troubleshooting strategies.
- Played a vital role in maintaining high customer satisfaction and retention rates through exceptional technical support and customer-centric approaches.

Full Stack Web Developer (Remote)

Haumann Smal Design Studio

February 2017 - December 2018

- Designed and developed custom WordPress themes and plugins to meet clients' unique requirements, ensuring optimal performance, security, and responsiveness.
- Collaborated with clients and project managers to gather and clarify project specifications, translating their ideas into functional and aesthetically pleasing WordPress websites.
- Implemented responsive web design principles to ensure websites were accessible and user-friendly on various devices, from desktops to mobile devices.
- Conducted thorough testing and debugging to identify and resolve compatibility issues, browser inconsistencies, and performance bottlenecks.
- Managed website deployments, including server setup, database migrations, and domain configuration, ensuring seamless transitions from development to production environments.
- Maintained and updated existing WordPress websites, including regular backups, security patches, and content updates.
- Provided technical guidance and support to clients, explaining how to use and maintain their WordPress websites effectively.
- Collaborated with cross-functional teams, including designers and content creators, to deliver cohesive and visually appealing websites.

Web Developer (Remote)

The First Step

Nov 2015 - Nov 2016

- Initiated and managed the entire WordPress development process, from gathering project requirements to designing, coding, and deploying WordPress websites.
- Developed proficiency in HTML, CSS, JavaScript, PHP, and MySQL, focusing on WordPress-specific coding standards through self-guided learning and online resources.

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TO WHOM IT MAY CONCERN,

I am a seasoned IT Specialist with a robust background in web development and technical support, where my passion lies in enhancing user experiences and pushing the boundaries of technology. Agile methodologies and product lifecycle management are at the core of my approach, ensuring proactive problem-solving and continuous improvement.

With a BSc in Information Technology and a Diploma in Computer Science, complemented by certifications such as IBM Full Stack Software Developer and Google IT Support Specialist, I have fortified my practical expertise with a strong theoretical foundation. My career has spanned multiple roles, from technical support at Stranger Studios LLC, where I specialized in WordPress plugins, to full-stack development at Haumann Small Design Studio, crafting responsive, user-friendly websites.

At Inpsyde GmbH, I'm currently leveraging my advanced second-level technical support skills to resolve complex issues and contribute to a high-quality, reliable tech environment. I'm adept at sophisticated error debugging, process optimization, and collaborating with QA teams to refine product testing and error reporting.

I'm an advocate for learning and personal development, as evidenced by my engagement with the open-source WordPress community and my commitment to staying abreast of industry trends. I strive for excellence in all my endeavors, aiming to deliver products and services that meet high standards of innovation and quality.

I am always on the lookout for new challenges and opportunities to grow. I thrive in environments that value innovative thinking, teamwork, and a relentless pursuit of quality.

SINCERELY,



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