



## Ugochukwu Remigius Chigbata

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### ABOUT ME

With over four years of experience, I excel in customer experience, troubleshooting, and effective communication. A strong aptitude for teamwork, conflict resolution, and time management complements my WordPress and SaaS support proficiency.

With experience in software, quality assurance, open source, project management, and technical support, I am driven by my passion for continuous improvement and learning. My career goals include tackling more complex challenges, contributing to team knowledge, and specializing in specific technologies to enhance resolution times and lead knowledge-sharing initiatives. I also aim to balance technical expertise with exceptional soft skills to deliver outstanding support and foster collaboration.

### WORK EXPERIENCE

#### Automattic – San Francisco, United States

**City:** San Francisco | **Country:** United States

#### Happiness Contractor

[ 06/01/2025 – Current ]

Part-time, Remote

WordPress.com Happiness Contractor (Jan 2025 - Jul 2025)

- Provide friendly, fast, and technically sound support to a global customer base via live chat and email for WordPress.com's suite of products.
- Address various issues, including plugin conflicts, custom code problems, DNS/domain setup, site performance, and platform-related challenges.
- Proactively identify recurring user pain points and notify relevant teams, contributing to product improvements and decreasing future support volume.
- Clearly and empathetically communicate complex technical concepts to users with varying skill levels, ensuring that customers feel heard, supported, and empowered.
- Work together with other Happiness Contractors/Engineers and product teams to escalate bugs, test solutions, and champion user feedback to enhance the product.
- Develop and manage internal documentation and customer-facing help resources to facilitate knowledge sharing and decrease ticket volume.
- Utilize tools such as WP-CLI, Jetpack Debug, DNS checkers, browser developer tools, and internal dashboards to effectively investigate and resolve technical issues.
- Address account-related concerns such as billing, subscriptions, and domain management while maintaining high standards of data privacy and customer trust.
- Keep updated on platform changes, new features, and internal workflows in a fast-paced, fully remote, asynchronous work environment.

WooCommerce Happiness Contractor (July 2025 - Present)

- Take full ownership of merchant concerns by proactively investigating root causes, clarifying goals, and following through until resolution, ensuring users feel heard, supported, and empowered.

- Provide timely, high-quality support via Zendesk and the public support forums, assisting merchants with WooCommerce core and a wide range of free extensions, including PayPal, Stripe, WooPayments, Google for Woo, Braintree, Action Schedulers etc.
- Guide merchants through store setup, configuration, and optimization, often anticipating needs and offering tailored, actionable recommendations.
- Collaborate with engineering, product, and documentation teams to escalate bugs, suggest improvements, and advocate for merchant pain points and feature requests.
- Contribute to internal knowledge sharing and public documentation by writing clear, empathetic, and technically accurate responses that help users of all experience levels.
- Monitor support trends to identify recurring issues, flag emerging bugs, and contribute to proactive solutions that improve the overall merchant experience.
- Maintain deep familiarity with Woo architecture, extension compatibility, and merchant workflows to deliver context-aware, business-aligned support.
- Prioritize long-term merchant success by recommending sustainable workflows, better-suited tools, and UX improvements aligned with user goals.

## **Carburant Technologies Ltd – Warri, Nigeria**

City: Warri | Country: Nigeria

### **Support Engineer**

[ 01/03/2025 – 31/05/2025 ]

Part-time, Remote

- Provide technical support for Carburant's suite of client products, including web applications, mobile apps, and custom software solutions, developed across industries like finance, education, wellness, and e-commerce.
- Troubleshoot technical issues reported by users or the QA team, including API errors, UI bugs, third-party integration challenges, and server-side problems.
- Deliver support through HelpScout and chat, ensuring friendly and technically accurate resolutions that enhance client satisfaction.
- Work closely with developers, designers, and project leads to address issues, test bug fixes, and offer feedback on product usability and performance.
- Document recurring issues, solutions, and best practices to enhance the internal knowledge base and speed up response times for future support cases.
- Assist with onboarding new clients by providing product walkthroughs, clarifying technical capabilities, and guiding them through setup or migration processes.
- Offer feedback on support workflows and propose enhancements to improve customer experience and team efficiency in a fully remote setting.

## **LevelUp – Stockport, England, United Kingdom**

City: Stockport, England | Country: United Kingdom

### **Technical Support Engineer**

[ 07/2022 – 07/2024 ]

Full-time, Remote

At Thrive Themes (6 months):

- Passed through 8 weeks of rigorous training for high-level support process.
- Completed items in the BYOW (Build Your Own Website) task on a test site.
- Reproduced and troubleshoot issues, and provided workarounds if any.
- Tested and verified defects and communicated to the development teams using Jira.
- The possible issues were caching, firewall/security block settings, API, plugin/theme conflicts, client/server-side configurations, speed optimization etc.

At The Events Calendar (1.6 years)

- Proactively addressed technical problems reported by customers through various channels, including Zendesk, Chat, and the WordPress.org Forums.
- Identified and troubleshoot issues related to the products, ensuring timely resolution.
- Demonstrated patience and empathy while assisting customers. This positive approach contributed to a better overall experience for users seeking help.
- Guided customers in effectively using new and existing product features and handled pre-sales inquiries.

- Provided CSS tweaks, code snippets, and workarounds to address issues reported by customers.
- Scored 92.6% CSAT in Klaus App in Q3 and Q4 of 2023. Got 94.8% in Q1 of 2024.
- Achieved applicable KPIs (RPSH – Replies Per Support Hour, QA – Reply Quality, SLA, Compliance, Attendance/ Schedules, and Incident Reports).
- Solicited insights from the team and provided comprehensive details, including issue summaries, error logs, system information, reproduction steps, and staging credentials, to drive efficient issue resolution.
- Raised bug issues, tracked progress with developers on JIRA, and followed up with customers.
- Actively identified and shared feedback and ideas with the Customer Success team, contributing to product improvements and enhanced customer satisfaction.
- Assisted teammates with overdue tasks.
- Developed 'Grab n' Go' tasks to facilitate continuous learning and self-improvement.
- Participated in rotational triage to help meet daily targets and SLAs.
- Got reviews from happy customers on Trustpilot ([here](#), [here](#) and [here](#)), WordPress.org ([Here](#), [here](#), [here](#), [here](#), [here](#), etc.), KlausApp, and Zendesk chat.
- Collaborated with the product marketing team to create and update knowledge base articles, ensuring they are accurate and helpful resources for users.

## **Poptin – Ashdod, Israel**

City: Ashdod | Country: Israel

### **Customer Support Engineer**

[ 07/2022 – 08/2022 ]

Full-time, Remote

- Provided timely and accurate responses to free, premium and agency customers via Crisp.
- Supported products were Popups, Forms and Autoresponders.
- Help with integration issues with platforms such as WordPress, Shopify, WIX, HubSpot, Zapier etc.
- Talk customers through a series of actions to solve their problems.
- Troubleshoot issues reported by end-users, raise bugs to the Dev/QA team, follow up until resolved, and ensure their satisfaction once done.
- Follow up to ensure if responses were helpful or may need more advice.
- Monitor customer complaints on Support Hero and social media. Reach out to <5-star reviews/ratings to assist.
- Ask for a review once a customer is satisfied with the provided help.
- Share customer feedback and effective workarounds with team members and feature requests with the Product Management team.
- Update internal documentation on Klutch, video tutorials and guides on Support Hero, and link failed searches to related articles.
- Use Favro for collaboration to track pending tasks, customer management, trial management and feature requests.
- Forward refunds, onboarding, and demo call query to the Customer Success Manager.

## **Kyvio – Kowloon, Hong Kong, China**

City: Kowloon, Hong Kong | Country: China

### **Tier 2 Support Agent**

[ 11/2021 – 06/2022 ]

Full-time, Remote

- Resolved a wide range of customer concerns via Movidesk, including account access, cancellations, product inquiries, and refund issues, while providing seamless support for products such as Funnelvio, Membervio, Clickvio, and others.
- Make video explanations for customers when emailing is not enough.
- Engaged directly with customers via calls when emails or videos weren't sufficient so their issues were fully understood and resolved.
- Troubleshooting and escalating technical issues to the QA team/developers via Asana and follow up until completion.

- Help to improve the knowledge base/articles/tutorial videos.
- Handle billing issues e.g account upgrade/downgrade, refund denial, and escalate eligible refund requests to the billing team for processing.

As an Email Deliverability Specialist:

- Help Mailvio customers by recommending how to improve their deliverability such as open rates, bounces, SPF/DKIM/DMARC/rDNS setups, automation sequence/flows, email warm-up/getting emails out of the spam folder, Postmaster Tools analyses, list cleaning, spam testing, best practices when transferring from one autoresponder to another, integrations etc.
- Assisted the Head of Mailvio with routine IP management, spam tracking, GlockApps testing, and abuse monitoring, ensuring smooth email operations.
- Raise technical issues and feature requests to the developers.
- Monitored customer accounts for delinquent payments, sent reminders, and proactively managed defaulters to ensure compliance. Also approve and block defaulters.
- Resolved account-related issues via admin console like troubleshooting login problems, account configurations, user access discrepancies etc.

## **Testlio – Tallinn, Estonia**

City: Tallinn | Country: Estonia

### **QA Tester**

[ 07/2021 – 11/2021 ]

Part-time, Remote

- Reviewed software requirements, prepared detailed test scenarios, and conducted thorough evaluations of new and existing programs to identify bugs, glitches, and user experience issues, helping to improve overall product performance and satisfaction.
- Tested and identified critical issues in software applications, providing actionable feedback to developers to resolve user interface (UI) and functionality problems before they reach end-users.
- Contingent Worker at Snap Inc.: Played a key role in testing Snapchat by identifying, documenting, and recommending fixes for bugs related to language, implementation, UI, and compliance, for a seamless user experience for millions of users

## **B Dulce – Atlanta, Georgia, United States**

City: Atlanta, Georgia | Country: United States

### **WordPress Developer**

[ 11/2020 – 07/2021 ]

Part-time, Remote

- Developed and managed the online store using WordPress and WooCommerce, implemented industry best practices to create a seamless shopping experience and improve overall site performance.
- Redesigned the website to its Beta version via the staging development environment, focusing on a user-friendly interface that drives engagement and satisfaction.
- Optimized for speed, significantly reducing bounce rate, and enhancing the user experience by ensuring faster load times and smoother navigation.
- Streamlined the checkout process to reduce friction, improving the overall user experience and increasing conversion rates for the store.
- Regularly attended to malware, downtime, bugs, and plugin/theme/product page issues, ensuring uninterrupted service and quick recovery to maintain customer trust and satisfaction.

## **B Dulce – Atlanta, Georgia, United States**

City: Atlanta, Georgia | Country: United States

### **Customer Service Representative**

[ 01/2021 – 06/2021 ]

Part-time, Remote

- Provided timely and accurate responses to customer inquiries regarding orders, size charts, and updates, ensuring clarity and satisfaction throughout the shopping experience.
- Handled customer complaints related to delayed or missing orders, tracking issues, and late deliveries with empathy and patience, using HubSpot CRM to ensure effective follow-up and resolution.

## **Fixas Lab Technologies – Lagos, Nigeria**

City: Lagos | Country: Nigeria

### **Operations Lead**

[ 01/2020 – 12/2020 ]

Full-time, Remote

- Managed all agency's day-to-day activities to make sure that clients were satisfied with the digital and technological services rendered.
- Contributed to organizing its first summit where tech experts taught small businesses how to leverage digital and technology tools for their brands.
- Provided system troubleshooting for schools, hostels and supermarkets, addressing issues such as software installations, Windows and security updates, and system security configurations.
- Used Task Manager/Activity Monitor and other diagnostic tools to identify and resolve high CPU and memory usage, ensuring optimal system performance.
- Conducted disk cleanups and managed startup processes to improve system boot times and overall efficiency.
- Offered remote support via TeamViewer, accessing client systems off-site to diagnose and resolve issues like DNS and firewall configurations.
- Employed network diagnostic tools (e.g., ping) to troubleshoot connectivity problems, ensuring a stable and secure network performance for clients.

## **HNG Internship – Lagos, Nigeria**

City: Lagos | Country: Nigeria

### **Backend Developer Intern**

[ 05/2020 – 07/2020 ]

- Participated in team task competitions.
- Became a software tester and maintainer of 5 projects on GitHub.
- Managed a team of over 200 interns. Built simple web interfaces using Laravel framework.

## **Start Innovation Hub – Uyo, Nigeria**

City: Uyo | Country: Nigeria

### **Web Developer Trainee**

[ 01/2019 – 07/2019 ]

- First introduction to web development.
- Learnt HTML, CSS, JavaScript, Git etc.
- Familiarized with the company's tech stack and development tools.
- Participated in training sessions and workshops.

## **Utopian-io – Milan, Italy**

City: Milan | Country: Italy

### **Open Source Contributor**

[ 03/2018 – 01/2019 ]

Part-time, Remote

Utopian was an early-stage company with a disrupting open-source technology aiming to reward open source contributors. It was a very purpose-driven company where I had the opportunity to work with great minds from

Europe, Asia, Africa, and South America towards a common goal to help open source communities grow and thrive. I had the opportunity to work as a contributor, and my responsibilities were:

- Promoted several open-source projects to their target audience on social media platforms (Facebook and Twitter) and search engine (Google).
- Compiled FAQs, Privacy Policy and documentation for open-source projects. One of them was [creating the About Us copy for Minecolonies](#).
- Kept close communication with project owners and teammates to ensure a good contribution. Unfortunately, the company doesn't exist for a few reasons, including a lack of a proper business mode. [Here](#).

## EDUCATION AND TRAINING

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### M.Sc

**GBS Malta** [ 06/10/2025 – Current ]

City: St Julian's | Country: Malta | Field(s) of study: Information Technology Management and Cybersecurity | Level in EQF: EQF level 7

### B.Agric

**University of Uyo** [ 10/2015 – 07/2021 ]

City: Uyo | Country: Nigeria | Field(s) of study: Agricultural Economics and Extension | Final grade: 3.25/5.0 | Level in EQF: EQF level 6 | Thesis: Economics of Fruit Marketing in Ibiono LGA, Akwa Ibom, Nigeria

### West African Senior School Certificate

**Fulga International College** [ 15/08/2007 – 09/07/2013 ]

City: Mbiambam, Ibiono Ibom | Country: Nigeria

### Google Cybersecurity

**Coursera** [ 08/01/2024 ]

Website: <https://www.credly.com/go/X13D9zEI> | Level in EQF: EQF level 3

### Google IT Support

**Coursera** [ 18/03/2022 ]

Website: <https://www.credly.com/go/tKyQ5xQQ> | Level in EQF: EQF level 3

## SKILLS

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HTML, CMS (Wordpress), Javascript / Technical Support / Performance Optimization / Leadership / Active Listening / Problem Solving / Microsoft Excel / Creativity / Web Hosting / Critical Thinking / Version Control / Communication / Time Management / Team-work and Collaboration / Digital Marketing / CLI / SEO / DNS / API / Empathy / Linux / WooCommerce / Database Administration