

JOSEPH NWAUDA

WORDPRESS SUPPORT | TECHNICAL CUSTOMER SUPPORT | WEB DEVELOPMENT

Nigeria | Open to Remote Opportunities Worldwide | +234 815 974 1376 | nwaudajoseph468@gmail.com

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PROFESSIONAL SUMMARY

WordPress support, technical customer support, and web development professional with 4+ years of combined experience supporting users, maintaining websites, troubleshooting hosting and application issues, and coordinating digital projects. Hands-on with WordPress, cPanel, DNS, SSL, Cloudflare, PHP, Laravel, MySQL, HTML, CSS, JavaScript, React, Git, and REST APIs. Experienced in email, chat, and ticket-based support; bug reproduction; customer communication; website migrations; backups; documentation; and remote collaboration. Open to global remote roles in WordPress support, technical support, customer success, web operations, and web development.

CORE COMPETENCIES

WordPress & Web Operations: WordPress administration, WooCommerce, plugin/theme troubleshooting, page builders, content updates, forms, migrations, backups, maintenance, performance checks

Hosting & Infrastructure: cPanel, DNS, SSL, Cloudflare/CDN, domains, email deliverability, database checks, deployment support, access and hosting configuration

Technical Support: Issue triage, root-cause investigation, browser developer tools, bug reproduction, escalation notes, incident updates, knowledge documentation

Customer Support: Email, live chat, ticket support, customer retention, empathetic communication, conflict resolution, follow-up, cross-functional collaboration

Web Development: HTML5, CSS3, JavaScript, PHP, Laravel, MySQL, React, REST APIs, Git/GitHub, responsive design

Support & CRM Tools: Zendesk, Help Scout, Tawk.to, HubSpot CRM, Zoho CRM, Salesforce, Microsoft Dynamics 365

PROFESSIONAL EXPERIENCE

Technical Support & Web Operations Lead (Founder) | Lerion Jake Nwauda Digital Innovations Ltd

Feb 2025 - Present | Remote, Nigeria

- Lead website support, maintenance, and development across a portfolio of 200+ websites and digital projects for businesses, nonprofits, and internal platforms.
- Diagnose WordPress, PHP, Laravel, and hosting issues involving plugins, themes, forms, SSL, DNS, email delivery, backups, frontend layouts, access, databases, and performance.
- Convert customer reports into actionable technical tasks using affected URLs, screenshots, logs, reproduction steps, business impact, priority, and next actions.
- Communicate incidents, timelines, maintenance work, and resolutions clearly to non-technical clients while coordinating developers and technical contributors.
- Manage cPanel-based hosting operations, domains, databases, deployments, updates, security checks, and recurring website maintenance workflows.

Independent WordPress Developer & Website Support Specialist | Freelance / Contract

Feb 2024 - Present | Remote, Nigeria

- Build, maintain, and support WordPress websites for small businesses, organizations, and personal brands, covering setup, page updates, forms, CSS adjustments, plugins, backups, and troubleshooting.
- Work directly with site owners to clarify requirements, explain technical problems in plain language, test fixes, and confirm expected results after delivery.
- Use HTML, CSS, JavaScript, PHP, and MySQL knowledge to investigate issues beyond the WordPress dashboard and coordinate deeper code changes when required.

Customer Support Representative (Contract) | Spectranet

Sep 2022 - Jan 2024 | Lagos, Nigeria

- Handled high-volume customer inquiries involving service, account, and technical issues while maintaining a professional and empathetic communication style.
- Maintained a reported 90% inquiry resolution rate and reduced ticket resolution time by 15% through structured troubleshooting, documentation, and follow-up.
- Improved customer satisfaction by 20% and supported a 10% improvement in retention by resolving recurring issues, setting expectations, and keeping customers updated.
- Used CRM and support systems to maintain customer records, document interactions, coordinate escalations, and track unresolved cases.

Data Science Support Specialist Intern | Data Science Nigeria

Feb 2022 - Aug 2022 | Lagos, Nigeria

- Supported data, training, and customer-service workflows while assisting with documentation, data entry, analysis support, and project coordination.
- Helped implement structured communication protocols associated with a 30% reduction in response time and a 20% improvement in customer satisfaction.
- Completed accuracy-sensitive data-entry and support tasks with a typing speed of approximately 60 words per minute.

SELECTED PROJECTS & PORTFOLIO

- PrymeStudy - Academic web and mobile platform; Laravel/PHP backend, REST APIs, Android integration, and supporting Python services. <https://prymestudy.com/>
- Lerion Jake Nwauda Digital Innovations - Company website and service platform. <https://lerionjakenwauda.com/>
- Fastest Cakes - WordPress business website support, maintenance, and web presence. <https://fastestcakes.com/>
- Happiest Ones Initiative - Nonprofit WordPress website support, content, forms, and maintenance. <https://happiestonesinitiative.com/>

EDUCATION

Bachelor of Science in Computer Science | Lagos State University of Science and Technology | 2024 - 2028 (Expected)

ADDITIONAL INFORMATION

Availability: Open to full-time remote employment, contract work, shift-based support, and collaboration across international time zones

Communication: Professional written English, customer-facing documentation, technical explanations, async updates, and remote teamwork