

MD. JAHIDUL ISLAM HEMEL

Customer Support Professional | SaaS & Shopify

Mirpur-12, Dhaka • +880 1731 290737 • jahidhemel@gmail.com

PROFILE

Technical Support professional with 3+ years supporting Shopify-based SaaS products for international merchants (US, UK, EU) via live chat, email, video calls, and ticketing. Fluent in English, strong diagnostic and customer-communication skills, and experienced working US business hours from Bangladesh. Comfortable with night-shift schedules and high-volume customer environments.

CORE SKILLS

- Customer support across live chat, email, video calls (Google Meet / Zoom), and ticketing systems
- SaaS & Shopify app troubleshooting — Admin, POS, Checkout, Customer Accounts, Shopify Flow
- Working knowledge of HTML, CSS, Liquid, and JavaScript for SaaS diagnostics and theme customization
- Writing clear help-center articles, internal troubleshooting docs, and how-to videos
- Cross-functional collaboration with developers and QA to reproduce, escalate, and resolve bugs
- Comfortable with US-aligned night-shift schedules (8 PM – 5 AM BDT)

WORK EXPERIENCE

Sr. Technical Support Engineer | *Efoli, LLC — Dhaka, Bangladesh* Jan 2025 – Present

- Lead tier-2 troubleshooting for complex issues across multiple Shopify SaaS products, improving customer retention and CSAT.
- Manually test new app updates and features before release; log, reproduce, and escalate bugs to the development team with clear repro steps.
- Partner with developers to customize app features and modify Shopify themes for merchant requests.
- Handle merchant support via live chat, email, video calls, and the ticketing system for a primarily US and UK customer base.

Support Engineer (Part-time / Remote) | *Love Loyalty — Remote* Apr 2025 – Feb 2026

- Supported Shopify merchants using the Love Loyalty rewards, VIP tiers, and referrals app via email and in-app chat for a primarily US and EU customer base.
- Diagnosed and resolved integration issues across Shopify Admin, POS, Checkout, Customer Accounts, and Shopify Flow; escalated reproducible bugs to engineering.
- Wrote merchant-facing help articles and internal troubleshooting notes that reduced repeat tickets on common setup questions.
- Maintained responsive turnaround across multiple time zones in a fully remote team.

Technical Support Engineer | *Efoli, LLC — Dhaka, Bangladesh* Feb 2023 – Dec 2024

- Provided support for SaaS apps on Shopify (product customization tool and bulk ordering app) via live chat, Google Meet, email, and ticketing.
- Used HTML, CSS, and JavaScript to help merchants customize and implement application interfaces inside their storefronts.

- Maintained internal databases, captured feature requests, and produced technical documentation and help videos for the support knowledge base.

EDUCATION

B.Sc. in Electronics and Telecommunication Engineering

2015 - 2019

Daffodil International University — CGPA 3.56 / 4.00

Higher Secondary Certificate (HSC)

2011 - 2013

Amritalal Dey College, Barishal — CGPA 4.20 / 5.00

LANGUAGES

- English — Fluent (professional working proficiency, spoken and written)
- Bangla — Native

INTERESTS

Travelling • Motorcycling • Cricket (played at divisional, district, and school level)