

ERIC SHIELS

SUPPORT ENGINEER & WEB DEVELOPER

Support engineer and web developer with experience working in the fintech, e-commerce, healthcare, and non-profit sectors. Looking to use my strong technical skills, customer focus, and remote working experience to add value to your organization.

EXPERIENCE

Support Engineer

Alpaca, Remote / March 2022 - Present

- Worked with individuals and corporations to troubleshoot and diagnose issues with APIs and accounts, while adhering to SLAs, policies, and procedures.
- Debugged code and API usage in JavaScript, Python, and Go.
- Maintained a high Customer Satisfaction rating (95%+) by showing empathy and care through strong written communication.
- Wrote training documentation for various systems and procedures for internal use by the Support team.
- Worked and communicated effectively with a Support team spread all around the world.

Senior Support Specialist and Front End Developer

Shopify, Remote / January 2021 - March 2022

- Worked with customers to create new features and modify existing features of their store themes using HTML, CSS, Liquid, JavaScript, jQuery, and AJAX.
- Helped customers troubleshoot and debug complex bugs and issues in their theme code.
- Participated in code reviews to ensure code quality.
- Created new Shopify Scripts in Ruby.
- Collaborated and communicated effectively with team members and other teams in the organization.
- Helped train new teammates.

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🌐 ericshiels.com

in [linkedin.com/in/ericshiels](https://www.linkedin.com/in/ericshiels)

SKILLS

HTML and CSS

JavaScript, jQuery, and AJAX

PostgreSQL and SQLite

Git, GitHub, Gitlab, and Bitbucket

Liquid and the Shopify platform

Postman and Metabase

Basic knowledge of Ruby, Rails, React, Redux

EDUCATION

Flatiron School

Full Stack Web

Development

Program, 2018-

2019

Northern Alberta Institute of Technology

Emergency

Management

coursework, May

2020 - August 2020