# MISHKA ISMAIL

## CONTACT

☎ 067 993 2591

✉ mishkaismail@icloud.com

📍 Cape Town, South Africa

💼 Portfolio

in LinkedIn

○ Github

## EDUCATION

- **2023 - 2024**
- Full Stack Web Development Bootcamp
  **HyperionDev**

- **2017 - 2019**
- Bachelor of Business Administration
  **University of the Western Cape**

## REFERENCES

**SnapScan**
Cawyn Emslie - Manager
072 190 3970

Tatum Van Rooyen - Head of Operations
082 526 1772

**Amazon**
Curtly October - Team Lead
081 219 4110

**Webhelp SA**
Sinos Ironsi - Team Lead
071 232 5042

## FULL STACK WEB DEVELOPER
## SENIOR CUSTOMER EXPERIENCE AGENT

I'm a passionate Senior Customer Experience professional, now expanding my expertise into full-stack web development. With strong skills in the MERN stack (MongoDB, Express.js, React.js, Node.js), JavaScript, and WordPress, I'm focused on blending my customer support background with technical skills to create seamless, user-friendly web experiences that drive business growth and enhance brand perception.

## EXPERIENCE

### SENIOR CUSTOMER EXPERIENCE AGENT

SnapScan
**September 2022 - Present**

- Customer Engagement and Retention
- Onboarding, Training, and Team Development
- Technology Integration and Cross-Functional Collaboration
- Customer Advocacy, Complaints, and VIP Account Management

### CUSTOMER EXPERIENCE AGENT

SnapScan
**July 2021 - August 2022**

- Customer Support and Problem Resolution
- Product Knowledge and Shopify Store Management
- Account Management

### CUSTOMER SERVICE REPRESENTITIVE

Amazon
**March 2021 - July 2021**

- Log calls into CRM and Update Customer Information
- Identify Customer Needs and Provide Accurate Feedback
- Forward, Escalate Inquiries, and Maintain Confidentiality
- Deliver Outstanding Service

### CUSTOMER SERVICE SAGE ADVISOR

Webhelp
**December 2019 - February 2020**

- Advised international clients on using SAGE Accounting.
- Guided on invoicing, payroll, and inventory management.
- Supported business accounting practices with SAGE.
- Helped clients maximize SAGE's financial tools.

# MISHKA
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## SKILLS

- Full Stack Development (Front End, Back End, Responsive Design)
- JavaScript (React.js, Next.js), MERN Stack, API Integration
- Database Management (MongoDB), UX Design
- Git, Version Control, Cloud Services (Google Cloud)
- Technical Support, Troubleshooting
- Team Leadership, Project Management (Jira, Notion)
- Communication, Customer Advocacy, CRM Systems

## TOOLS

## TECH STACK
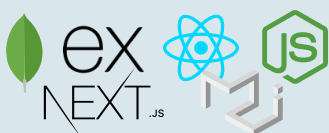
## EXPERIENCE CONTINUED

### SENIOR CUSTOMER EXPERIENCE AGENT

SnapScan

**2022 - Present**

- Lead the integration of technology and payment systems to ensure seamless operations and enhance the customer experience.
- Drive engagement and retention efforts, building strong, lasting relationships with our customers.
- Oversee the onboarding and training of service agents, equipping them to provide exceptional support.
- Mentor and develop the team, continuously improving our service quality.
- Collaborate closely with other departments to align our goals and deliver cohesive, customer-focused solutions.
- Advocate for our customers, addressing their needs with care and resolving issues to maintain their trust.
- Provide personalized attention to VIP accounts, ensuring they receive the highest level of service and satisfaction.

### CUSTOMER EXPERIENCE AGENT

SnapScan

**2021 - 2022**

- Provided personalized and comprehensive customer support to ensure that every client had a positive and memorable experience, always focusing on their unique needs and concerns.
- Maintained a deep understanding of our products, allowing me to assist customers effectively and confidently address their inquiries, making sure they felt informed and supported.
- Managed Shopify store operations, optimizing performance and streamlining processes to create a seamless and efficient shopping experience for our customers.
- Quickly and effectively resolved customer issues, always aiming for the best possible outcome while keeping the customer's satisfaction at the forefront.
- Oversaw account management with a focus on client satisfaction, fostering long-term engagement and building strong, trusting relationships with our clients.

# MISHKA
## ISMAIL

## FROM CX TO <CODE/>

I'm extremely excited to transition from customer experience to full-stack web development, where I can apply my deep understanding of user needs, problem-solving skills, and commitment to quality service in the tech world. My extensive experience in managing customer relationships gives me a unique edge in developing web applications that are not only functional but also intuitive and user-friendly. I'm confident that my ability to anticipate user pain points and deliver tailored solutions will allow me to create applications that truly resonate with users. I'm eager to leverage these insights to craft innovative, impactful solutions that enhance user experiences and drive meaningful results in a new role.

## EXPERIENCE CONTINUED

### CUSTOMER SERVICE REPRESENTITIVE

Amazon

**March 2021 - July 2021**

- Efficiently processed and logged calls into our CRM, ensuring smooth, personalized follow-ups for each customer.
- Listened attentively to understand customer needs, providing tailored support that truly addressed their concerns.
- Collaborated with colleagues by promptly forwarding and escalating inquiries to the right departments for quick resolution.
- Kept customers informed with timely updates, offering reassurance and maintaining a positive experience throughout.
- Consistently delivered outstanding customer service, going the extra mile to create lasting, positive relationships.
- Regularly updated CRM records to ensure accurate and up-to-date customer information for future interactions.
- Maintained strict confidentiality of customer data, protecting privacy and fostering trust.
- Adapted to additional tasks as needed, always ready to support the team and contribute to our shared goals.

### CUSTOMER SERVICE SAGE ADVISOR

Webhelp

**December 2019 - February 2020**

- Advised international clients, including those from the USA and Canada, on effectively utilizing the SAGE Accounting product to meet their business needs.
- Provided detailed guidance on SAGE's key functionalities, including invoicing, payroll, inventory management, and other financial processes.
- Supported customers in understanding and applying business accounting practices through the SAGE system.
- Ensured clients could maximize the benefits of SAGE for their financial operations, enhancing their overall business efficiency.
- Delivered expert advice tailored to the specific needs of businesses, helping them navigate and fully leverage the SAGE Accounting system.

# HyperionDev

## CERTIFICATE OF COMPLETION

# Bootcamp

Date