

JORDANNE "DANE" MAXIMO

Product Support Specialist | Technical Support Specialist
SaaS Support | WordPress Development

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PROFESSIONAL SUMMARY

Product Support and Technical Support Specialist with over 10 years of experience helping customers solve technical problems and get the most out of the products they use. I've supported SaaS platforms including WordPress.com, Snapps, and Player FM, assisting customers through live chat, email, and ticket-based support.

I enjoy troubleshooting technical issues, reproducing bugs, identifying root causes, and working closely with customers and developers to find practical solutions. My background in WordPress development gives me a deeper understanding of the products I support, allowing me to approach technical issues from both a customer support and development perspective.

I'm passionate about improving the customer experience through clear communication, practical troubleshooting, and continuous process improvement.

CORE SKILLS

Product & Technical Support

- Product Support
- Technical Support
- Customer Support
- SaaS Support
- WordPress Support
- WooCommerce Support

Troubleshooting & Investigation

- Technical Troubleshooting
- Root Cause Analysis
- Bug Reproduction
- Bug Reporting
- QA Testing

- Issue Investigation

Customer Experience

- Live Chat Support
- Email Support
- Ticket Management
- Customer Communication
- Customer Education
- Technical Documentation
- Knowledge Base Documentation

Collaboration

- Cross-functional Collaboration
 - Developer Collaboration
 - Process Documentation
 - Website Management
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TOOLS & TECHNOLOGIES

Support Platforms

- Zendesk
- Freshdesk
- Help Scout
- Intercom
- Jira

Collaboration

- Slack
- ClickUp
- Trello
- Google Workspace

WordPress & CMS

- WordPress
- WooCommerce
- Kadence

- Elementor
- Breakdance
- Duda
- Shopify
- Magento
- Squarespace

Web Technologies

- HTML
- CSS
- JavaScript
- PHP

Marketing & Analytics

- Google Analytics (GA4)
- Google Search Console
- ActiveCampaign
- Mailchimp
- Constant Contact

PROFESSIONAL EXPERIENCE

Product Support Specialist | WordPress Developer & Technical Support (Freelance)

Upwork | June 2016 – Present

- Provide Product Support and Technical Support for SaaS platforms and WordPress products through live chat, email, and ticket-based support.
- Investigate customer-reported issues, reproduce bugs, identify root causes, and collaborate with developers to improve product functionality.
- Design, develop, maintain, and optimize WordPress websites for international clients, agencies, and small businesses.
- Perform website redesigns, migrations, performance optimization, SEO improvements, and ongoing website maintenance.
- Troubleshoot website, hosting, DNS, SSL, plugin, and server-related issues.
- Customize WordPress websites using Kadence, Elementor, WooCommerce, HTML, CSS, and JavaScript.
- Work directly with clients to understand business requirements, recommend technical solutions, and deliver projects remotely across multiple time zones.

Support Account Manager

ITW Consulting | April 2024 – June 2026

- Managed technical support operations for a portfolio of more than 50 client websites across multiple industries.
- Investigated and resolved WordPress, hosting, DNS, SSL, server, and website-related issues.
- Reviewed incoming support requests, identified root causes, and determined the appropriate solution before escalating complex cases.
- Coordinated with developers, designers, and internal teams to resolve technical issues and complete client requests efficiently.
- Created standard operating procedures (SOPs) and process documentation to improve workflow consistency and operational efficiency.
- Served as the primary point of contact between clients and internal teams while preparing monthly reports and project updates.

Marketing Coordinator

Mogrify Ltd. | May 2023 – March 2024

- Coordinated digital marketing initiatives for a B2B technology company serving enterprise clients.
- Managed WordPress website updates, content publishing, and marketing assets.
- Assisted with campaign execution, lead generation, reporting, and performance tracking.
- Collaborated with cross-functional teams to ensure projects were completed on schedule.
- Maintained documentation and internal marketing workflows to improve team efficiency.

WordPress Technical Support Engineer

LevelUp (Kadence WP) | April 2022 – February 2023

- Provided Product Support and Technical Support for Kadence Themes, Kadence Blocks, Kadence Pro, and other Kadence products through email and live chat.
- Investigated customer-reported issues using browser Developer Tools, reproduced bugs, and identified root causes.
- Diagnosed and resolved WordPress, WooCommerce, CSS, JavaScript, plugin, theme, and compatibility issues.
- Logged reproducible bugs and submitted detailed reports to the development team while working closely with engineers to verify fixes.
- Assisted customers with website customization, performance optimization, responsive layouts, and WordPress best practices.
- Created and improved technical documentation, knowledge base articles, and video tutorials.
- Collaborated with cross-functional teams to improve the overall customer support experience.

Customer Support & Product Support Specialist

[Snapps.ai](https://snapps.ai) | February 2021 – April 2022

- Provided Product Support and Technical Support for the Snapps website builder platform through email, chat, and text-based support.
- Investigated customer-reported issues, identified root causes, researched solutions, and resolved platform-related questions.
- Built, published, and maintained customer websites using the Duda website builder.
- Collaborated with internal teams to troubleshoot technical issues and improve the customer experience.
- Created and maintained internal documentation and support guides.
- Managed customer communication while supporting a global customer base.

Happiness Engineer (WordPress.com)

Automattic Inc. | September 2020 – November 2021

- Provided Product Support and Technical Support for the WordPress.com SaaS platform through live chat and ticket-based support.
- Assisted customers with technical, billing, account, domain, hosting, and website management issues.
- Investigated customer-reported issues, reproduced bugs, performed root cause analysis, and collaborated with Engineering teams to resolve complex product issues.
- Managed up to **5 concurrent live chat conversations** while delivering high-quality customer support.
- Resolved approximately **15–20 customer support tickets** during ticket shifts while maintaining excellent customer satisfaction.
- Guided both technical and non-technical customers through WordPress.com products and best practices.
- Contributed to documentation and knowledge sharing to improve the overall support experience.

App Support Manager

Player FM | June 2016 – March 2017

- Provided Product Support for the Player FM mobile application through Zendesk and live chat.
- Assisted customers with technical issues, account concerns, and product-related questions.
- Investigated and reproduced software bugs before escalating issues to developers.
- Tested new application releases across multiple devices.
- Collaborated with developers, translators, and marketing teams to improve the product and customer experience.

Customer Support Specialist

Concentrix | September 2012 – May 2016

- Assisted customers across finance, healthcare, telecommunications, and satellite service accounts.
 - Resolved billing inquiries, account concerns, technical issues, and product-related questions.
 - Consistently achieved customer satisfaction and performance targets in a high-volume support environment.
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EDUCATION

Bachelor of Science in Information Technology | *STI College Global City, Philippines*

CERTIFICATIONS

- Front-End Development – CSS (Great Learning Academy)
- SEO Strategies (Great Learning Academy)