

EMMANUEL EFE ASIKA

TECHNICAL SUPPORT ENGINEER | SAAS, APIS, SQL & INCIDENT OPERATIONS

Dublin, Ireland | +353 83 443 5266 | emmanuelasika1@gmail.com | [LinkedIn](#) | [GitHub](#)

PROFESSIONAL PROFILE

Technical support professional and Computer Science graduate with more than seven years across B2B platform support, customer-facing troubleshooting, production changes and technical documentation. Owns issues from intake through evidence gathering, reproduction, SQL-backed validation, root-cause isolation, safe remediation, engineering escalation and customer communication. Hands-on with REST APIs, JSON, HTTP, webhooks, authentication failures, request IDs, logs, Python, FastAPI, JavaScript, SQLite/WAL, Docker and GitHub Actions. Builds tested support tooling for incident triage, recurring-issue detection, safe engineering handoffs and operational runbooks. Calm under pressure, precise in writing, and comfortable translating the same issue into plain-language customer updates and technically complete bug reports.

CORE TECHNICAL CAPABILITIES

Support Engineering: end-to-end case ownership; SLA and impact prioritisation; bug reproduction; root-cause analysis; incident triage; escalation quality; post-incident learning

APIs & Integrations: REST APIs; JSON; HTTP status codes; OAuth and API-key concepts; webhooks; signatures; retries; pagination and rate-limit troubleshooting; Postman

Data & Debugging: SQL investigation; data validation; record-state checks; SQLite/WAL; logs; request and event correlation; lower-environment testing; browser developer tools

Development & Operations: Python; FastAPI; JavaScript; code tracing and debugging; pytest; Ruff; Docker; Git; GitHub Actions; health checks; metrics and operational runbooks

Customer & Product: proactive status updates; technical writing; stakeholder coordination; voice-of-customer patterns; self-service documentation; recurring-issue prevention

SELECTED SUPPORT ENGINEERING PROJECTS

Support Operations Workbench | Python, FastAPI, SQLite/WAL, Docker, CI | [GitHub](#)

- Built an agent-facing case platform with safe intake, priority and SLA calculation, owner assignment, guarded status transitions, append-only audit events and sanitised engineering exports.
- Added recurrence and overdue insights so repeated symptoms can become evidence-backed product investigations rather than isolated ticket closures.

API Incident Triage | Python, FastAPI, SQLite/WAL, Docker, CI | [GitHub](#)

- Developed a service that redacts secrets before persistence, classifies authentication, rate-limit, request-contract, latency and upstream failures, calculates priority and generates stable recurrence fingerprints.
- Implemented owned incident records, audited state changes, focused runbooks, safe escalation exports and metrics for recurring failure patterns.

Webhook Delivery Debugger | Python/FastAPI, HMAC, SQLite | [GitHub](#)

- Built a controlled webhook receiver and CLI that reproduces valid, duplicate, stale, invalid-signature, out-of-order and event-ID collision scenarios.
- Used timestamped HMAC verification, digest-aware event claims and atomic SQLite transactions to distinguish duplicate delivery from identifier collision without retaining sensitive payload bodies.

PROFESSIONAL EXPERIENCE

WPDESIGNFIX | Technical Support Consultant & Web Developer

Remote, United States | Jan 2020 - Jun 2025

- Delivered five and a half years of remote technical support, platform implementation and maintenance for business customers across multiple industries.
- Diagnosed account-access, checkout, third-party integration, configuration, domain, hosting and unexpected system-behaviour issues by gathering evidence, reproducing problems and testing resolution paths.
- Owned multiple concurrent customer requests from initial report through prioritisation, investigation, progress updates, production change, validation and final resolution.
- Coordinated escalations with hosting providers and third-party service teams using clear reproduction context, observed behaviour, troubleshooting history and relevant technical evidence.
- Maintained customer-facing systems through structured testing, backups, migrations, updates and preventative checks, and documented recurring issues to improve future resolution consistency.

PROFESSIONAL EXPERIENCE CONTINUED

WPDesigns | Web Developer & Technical Support Consultant

Remote, United Kingdom | Jul 2025 - Sep 2025

- Supported delivery, launch and maintenance of customer-facing digital platforms during a three-month contract.
- Investigated platform configuration, integration, checkout, browser-compatibility and performance issues; reproduced failures, isolated likely causes and tested fixes before production release.
- Managed technical requests through customer communication, deployment checks, post-launch troubleshooting and final handover guidance.

BRANDSALLYPRO | Webmaster & Technical Support

Remote, United Kingdom | Jan 2018 - Feb 2020

- Provided technical support, platform administration and maintenance across multiple customer-facing digital systems and client accounts.
- Investigated user-access, functionality, configuration, reliability and performance issues and tested technical changes before production release.
- Coordinated implementation requests with customers and stakeholders, communicated progress clearly and documented completed changes, unresolved risks and next steps.

Manifold Solicitors | Technical Support Agent

Lekki, Nigeria | Jun 2019 - Dec 2019

- Delivered first-line technical support for business software, devices, access, configuration and internal systems using structured diagnostic questions to isolate likely causes.
- Guided users through clear resolution steps, escalated complex cases with complete troubleshooting notes and followed issues through resolution to reduce operational disruption.

UXtweak | Technical Writer - Product Content Marketing

Remote, Slovakia | Aug 2024 - May 2025

- Created SaaS tutorials, product walkthroughs and technical guides after testing workflows and verifying product behaviour with technical stakeholders.
- Translated complex features into practical customer guidance, identified unclear steps and maintained documentation as interfaces and recommended workflows changed.
- Structured content around common customer goals and support questions to improve onboarding, adoption and self-service.

ADDITIONAL ENGINEERING EVIDENCE

Support Trace Analyzer | Python CLI, structured evidence, Docker, CI

- Built a CLI that validates JSON/JSONL evidence, recursively removes sensitive values, classifies API incidents and creates reviewable Markdown or machine-readable JSON handoffs.
- Implemented privacy-conscious clustering to surface recurring failure shapes and improve escalation consistency.

AI Support Evaluation Suite | Python, FastAPI, evaluation and release gating

- Created executable checks for correct routing, required human escalation, useful next actions and safe secret handling, with baseline comparisons and optional OpenAI-provider evaluation.

EDUCATION

Dublin Business School | Master of Business Administration, Cloud Computing

Dublin, Ireland | Expected Sep 2026

- Postgraduate study connecting cloud technology, operations, stakeholder management, strategy, value, cost and risk.

Ibrahim Badamasi Babangida University | Bachelor of Science, Computer Science

Nigeria | 2016 - 2021

- Second Class Upper Division, 3.76/5.00; Google Developer Student Club Web Lead; CSC 101 and CSC 102 Tutor.