Joy Owoo Auta

AI Workflow Specialist | Full Stack Developer

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my-full-stack-developer-cv.vercel.app | customer-support-experience-special.vercel.app

PROFILE

Full stack developer with five years of hands-on web development who builds AI-enabled products and automates repetitive work. I have built an n8n workflow that notifies students of new trading signals, and I have shipped AI features in live products used by real people. I map the problem, build it, test it on real inputs, and keep improving it after launch. I write clear documentation so that teams can use what I build without me. As a customer support lead for a SaaS platform, I also diagnose integration and webhook failures and write the SOPs and help guides that users rely on.

EXPERIENCE

Customer Support Lead, Serlzo (remote) Oct 2025 to Present

- Joined as Customer Support Experience Specialist in Oct 2025 and became Customer Support Lead in Apr 2026, supporting SaaS users and working with product and engineering to improve reliability.
- Diagnose complex platform issues at tier 2 and 3, including domain and DNS records (SPF, DMARC, MX, CNAME), email deliverability blocks and workflow automation routing.
- Troubleshoot webhook failures and third-party integrations, including WhatsApp API frequency limits and Meta pixel tracking mismatches, using tools such as the Meta Access Token Debugger.
- Write and maintain the Help Center, internal SOPs and saved replies, and wrote a CAPI integration SOP to cut repeat questions and handling time.
- Run live onboarding sessions and step-by-step implementation guides for new users, affiliates and agencies.
- Track daily support metrics, compile ticket logs and escalate high-priority bugs and feature requests to engineering and product.

Virtual Assistant, Arrivals Star Limited (UK, remote) May to Jul 2026

- Kept operational records accurate for a UK transport company, entering and checking high volumes of data across several Google Sheets.
- Retrieved and verified booking, driver, route and pricing data from the Cab9 Dispatch platform and organised supporting documents in Google Drive.

Frontend Developer Intern, Callik (formerly Alphalli) Feb to Mar 2026

- Built user-facing features and administrative dashboards for the company's official online store platform.
- Worked with the product, sales and marketing teams to turn their needs into working tools.

Brand and Marketing Head, PaGidi Expressions From Dec 2024

- Lead brand strategy and marketing for an organisation focused on emotional and mental wellness awareness.
- Built and deployed the organisation's official website, including secure contact forms with CSRF protection, SEO improvements and accessibility work.

Voice Over Creative, Dynara Digitals 2026

- Record voice-overs for advertisements and client campaigns, following scripts and approved quality standards.
- Deliver on assigned deadlines and revise recordings when asked.

Junior React Developer 2023 to Present

- Build and maintain user-facing features in React.js.
- Work with cross-functional teams to define, design and ship new features.

Frontend Developer Intern 2022 to 2023

- Helped build web applications with HTML, CSS and JavaScript.
- Optimised components for performance across devices and browsers.

Web Development Freelancer 2021 to 2022

- Built responsive websites for small businesses and personal portfolios.
- Managed client requirements and delivered projects on time.

SELECTED PROJECTS (ALL LIVE)

Pips and Profits Academy pips-and-profits-academy.vercel.app

- Built a trading education platform with courses, premium signals, affiliate tracking, account management and an admin dashboard.
- Built an n8n workflow that runs every 3 minutes, pulls new signals and the user list through API calls, and emails each student the new signal. A stored pointer to the last signal sent means each signal is broadcast only once.
- Built signal management with entry, stop loss and take profit values and live status updates (Pending, Running, Hit TP, Hit SL), plus a generator for WhatsApp broadcast messages.
- Built an AI performance auditor that reads a trader's exported MT4 or MT5 history and flags recurring mistakes and biases such as Friday overtrading.
- Set up a Node.js server to verify Paystack payments.

Emerald emerald-ruddy-nine.vercel.app

- Built a privacy-first, AI-powered wellness platform for women covering cycle tracking, mental wellness, community safety and an AI chat feature.
- Built with Next.js, TypeScript and Prisma, with an admin dashboard that refreshes automatically every 60 seconds.

Oleku, AI Study Assistant oleku.vercel.app

- Built responsive React interfaces for JAMB candidates and university students, with API-driven learning content and reusable components.

Edu-Voice edu-voice-ecru.vercel.app

- Built an anonymous whistleblowing platform for Nigerian tertiary institutions using a zero-knowledge, verified-access design to protect reporters.
- Maintained it through more than 100 commits covering deployment fixes, access controls and data integrity.

Bee Pee bee-pee.vercel.app

- Built a health tracking app for blood pressure and blood sugar with data visualisation and health history.

SKILLS

- **Automation and AI:** n8n workflows, ChatGPT, Claude, Gemini, AI-powered features (insight analysis, chat, study assistance), process mapping, testing on real inputs, output checking
- **Web development:** React, Next.js, JavaScript, TypeScript, Node.js, Express, HTML5, CSS3
- **Data and integrations:** MongoDB, MySQL, Prisma, REST API integration, webhook and API troubleshooting, DNS records (SPF, DMARC, MX, CNAME), Paystack payments
- **Practices:** Git, deployment on Vercel, documentation and SOP writing, CSRF and access-control basics, Intercom, Zendesk, Freshdesk, HubSpot, Google Workspace
- **Communication:** Clear written guides, leading a brand and marketing team, professional voice-over

OPEN SOURCE

Active on GitHub (github.com/sheisjay001), with 763 contributions in 2026 by late March across projects I build, deploy and maintain.

EDUCATION

B.Tech, Cyber Security Science, Federal University of Technology, Minna, Nigeria
TEFL (Teaching English as a Foreign Language) certified