

# Isaac Auta

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## Career Summary:

System Architect and Technical Support Professional with a proven track record across integration engineering, customer support, and software development & delivery. Skilled at diagnosing complex issues, leading support teams, and collaborating with product and engineering to deliver world-class application support with the ability to translate customer needs into product improvements. Adept at working with global clients across fintech, banking, SaaS industries and high-scale web platforms.

## CORE SKILLS

### Technical Expertise:

- **Languages & Tools:** JavaScript (Next.js, Node.js), Python, SQL, Bash, Postman, Git, Swagger, REST APIs, GraphQL, JSON, YAML, XML, GitHub Actions.
- **Platforms:** WooCommerce, Shopify, JetPack, Salesforce, NetSuite, Stripe, Firebase, WordPress.com, Framer, Zapier, n8n, Mulesoft, Microsoft 365.
- **Support Tools:** Freshdesk, Zendesk, Intercom, Jira, ServiceNow, AnyDesk, Slack, Front.

### Integration & QA:

- API Integrations, ERP integration, Webhooks, OAuth 2.0, JWT, OpenID Connect.
- UAT & QA Testing (TestRail, Playwright), Technical Documentation (Confluence, Notion).
- Digital Adoption Tools (WalkMe, Pendo).

### Professional Skills:

- Stakeholder Engagement, Customer Communication, Conflict Resolution.
- Team Leadership, Remote Collaboration, Analytical Thinking.
- Solution Design, Implementation & Delivery in Agile/Scrum environments.

## WORK EXPERIENCE

### Technical Support Engineer

November 2025 – Present

#### rtCamp

*rtCamp is a global WordPress.com engineering company that delivers enterprise-grade web publishing and digital commerce solutions, helping organizations build, scale, and manage high-performance digital experiences.*

- Troubleshoot and resolve complex WordPress.com issues across core, themes, plugins, performance bottlenecks, and server-level environments.
- Diagnose and resolve DNS, SSL, hosting, and server configuration issues across

diverse infrastructure setups.

- Provide multi-channel client support through structured troubleshooting, consultative guidance, and educational walkthroughs.
- Document technical findings, resolutions, and repeatable workflows to improve team knowledge sharing.
- Participate in on-call rotations, ensuring timely resolution of high-priority production issues.
- Debug PHP, JavaScript, REST API, and database-related issues using WP-CLI, SSH, and Git-based workflows.
- Proactively identify recurring pain points and recommend process improvements and automation opportunities.
- Contributed to internal knowledge bases and evolving best practices across WordPress support operations.

### **Technical Support Engineer - Interswitch Group**

October 2024 – January 2026

*Interswitch is a leading African integrated payments and digital commerce platform company*

- Provide seamless integration support for payment and bill payment services, assisting merchants with API-related issues and guiding them through live deployment on Platforms like Quickteller, Paydirect, Card Payments etc.
- Troubleshooting transaction failures, authentication errors, and customer validation issues, maintaining a resolution success rate of 90% within established SLA timelines.
- Led a cross-functional support team of 3+ members to resolve high-priority API integration issues, resulting in a 40% improvement in ticket resolution time.
- Delivered step-by-step technical guidance to clients, leveraging tools such as Zoho, Slack, Zendesk, and Microsoft Teams for communication and issue resolution.
- Resolved complex API integration challenges, ensuring over 7000 billers were accessible for services such as Quickteller, airtime/data top-up, Paydirect, Card Payments, e-pin generation etc.
- Facilitated the onboarding of merchants for platforms like Quickteller Business, ensuring optimal use of features such as Web Checkout and Card Payments API.
- Conducted thorough testing using Postman to simulate and resolve integration errors, contributing to improved API performance and usability.
- Maintained up-to-date knowledge of API features, enabling swift adoption of updates and ensuring clients adhered to PCI DSS compliance for secure transactions.
- Collaborated with cross-functional teams to escalate unresolved issues, ensuring timely resolution and maintaining client satisfaction.
- Contributed to a 50% reduction in escalations through proactive troubleshooting and efficient documentation of common integration challenges.

**Lead Integration Engineer**, CarbonTech Limited.

March 2023 – July 2025

*CarbonTech is a Full Cycle Software Development Company Creating Leading Digital Products*

- Design, develop, and maintain robust APIs and interfaces facilitating seamless communication between mobile applications and backend systems.
- Employ agile methodologies to test and debug integration issues, ensuring swift and effective resolutions in product integration.
- Process management to ensure mobile applications meet integration standards and requirements for multiple platforms on iOS and Android.
- Designed support workflows using ClickUp that improved ticket triage speed by 50%.
- Collaborate with cross-functional teams across engineering, quality assurance, and product management to understand and implement integration requirements.
- Create, document and standardise integration processes, procedures, and configurations.
- Conducting performance analysis and optimisation of mobile applications for optimal integration. Staying current with new integration technologies and trends and recommending necessary improvements and upgrades.
- Collaborate with cross-functional teams encompassing engineering, quality assurance, and product management to effectively comprehend and implement integration requirements.
- Quality Assurance team to ensure the highest standard of quality for integrated mobile applications.
- Created internal API documentation and Postman test suites to streamline onboarding and reduce recurring support requests by 30%.

**IT Support-End User[Intern]**, Sterling Bank Plc.

July 2022 – February 2023

*“Your one-customer bank” **Sterling Bank Plc** is a full-service national commercial bank with over 60 years of operations.*

- Managed the automation of IT asset tracking, managing warranty information, refresh dates, and end-of-life data using advanced spreadsheet functionalities.
- Updating asset utilisation records across the organisation for real-time report generation. Collaborate with and assist the technical support team to increase the resolution rate of hardware and software issues, thereby reducing escalations.
- Collaborated closely with the technical support team to reduce escalations and enhance overall user satisfaction by increasing the resolution rate of hardware and software issues.
- Assisted engineers in conducting surveys and installations, ensuring seamless deployment of IT solutions that streamlined processes and improved infrastructure efficiency.
- Recording all customer contacts in the appropriate ITSM tool
- Ensuring new equipment, such as Laptops and Mobile phones, are up to date and deployment ready prior to release to customers

## EDUCATION

### **Bachelor of Business Administration - BBA, Business Analytics**

Feb. 2023

Nexford University, Washington DC

GPA: 3.58

### **Associate of Arts and Sciences - AAS,**

### **Business Administration and Management, General**

Nov. 2022

Nexford University, Washington, DC

## PROJECTS

- **Sofri Pro ⚡**: Loan servicing platform and Mobile banking app with KYC, repayment tracking, NIBSS Instant Payment Integration, account opening, transfers, bill payments, and biometrics.
- **NAF Mobile (Nigeria Airforce MFB) ⚡**: Mobile banking app with account opening, transfers, bill payments, and biometrics.
- **Prestige Mobile (Prestige MFB) ⚡**: Real-time mobile banking app with beneficiary management and instant payments.
- **DLM Data Flusher ⚡**: Core banking transaction consolidation software for expense/income tracking.

## CERTIFICATIONS

Business Intelligence & Data Analysis (BIDA) – Oct 2023

Machine Learning & Predictive Analytics – Nexford – Jan 2023

Project Management – Nexford – Feb 2023

Data Analytics Foundations – LinkedIn Learning – Mar 2023

Advanced Google Analytics 4 – LinkedIn – Aug 2022

Digital Marketing (Google), Leadership & Teams, Professional Communication, Certified Talent Manager – 2020–2022

## VOLUNTEER EXPERIENCE

### **Peer To Peer Mentoring, Nexford University**

November 2022 - February 2023

- Guided students academically and provided career support.
- Shared study resources and explained complex concepts to improve learning outcomes.

### **AWARDS: Sterling Bank PLC - Grow With Sterling Scholarship**

June 2021

**REMOTE WORK SETUP:** Fiber internet (100+ Mbps), backup power solution, available 8am–5pm WAT (GMT+1) with flexible hours for US East Coast/EMEA alignment