AYRTON ZAMPIETRI

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Shopify App Developer

I am loyal, respectful, puzzle solver by nature, tech-savvy, I love to understand and learn every day, and I really like to put myself in the shoes of the person in front of me.
From a very young age, from the age of 6, I read encyclopedias and science magazines in a self-taught way and I liked disassembling toys and remote controls to see how they were made.

My mastery areas are directly oriented to technology and soft skills required for top-notch customer service,team leadership and software development.

Essential Apps – *Vilnius*

Customer Support Engineer (Remote, Part-Time)

02-2025 / Present

- *Provides technical support for **8 Shopify apps**, assisting users in troubleshooting and optimizing their experience.*

- *Improves the technical support pipeline by reducing response times and proactively addressing common customer issues.*

- *Increases customer retention and engagement by delivering **clear, solution-oriented** guidance for both free and paid users.*

- *Helps drive **new 5-star reviews** by focusing on user satisfaction and resolving pain points efficiently.*

- ***Tech Stack:** HTML5, CSS3, Liquid.*

- ***Tools:** Slack, HelpScout, G Suite, HubSpot, Shopify Themes.*

FJ Solutions Agency - Buenos Aires

Shopify Developer (Remote)

12-2023 / 08-2024

- ***Collaborates** within a team of **6 developers** for **Shopify app development**.*

- ***Works with US-based Shopify Plus clients** such as **Goldie Locks** and **IBE**.*

- ***Focuses on creating and customizing Shopify themes** to meet **client needs**.*

- ***Ensures timely delivery** and **high-quality work** remotely, maintaining **clear communication** with teams and clients.*

- ***Proficient in using ClickUp** as an **Agile methodology platform**.*

[Wiser AI,](Wiser AI) Shopify App (Remote)

Customer Support Executive (EST Shift)

02-2022 / 09-2023

- *I have increased customer engagement and retention from the free tier to the enterprise tier with confidence.*
- *I managed to improve the technical support pipeline, and reduce the churn rate, through outbound support, fast inbound responses and anticipating possible inquiries from new clients.*
- *I got a very high rate of new 5-star reviews for the app by putting the customer first and addressing their pain points appropriately.*
- *Tech Stack: HTML5, CSS3, JS, LIQUID, JSON.*
- *Slack, Intercom, G Suite, Hubspot,.*
- *Shopify Themes and 3rd party app integration.*

[PageFly,](PageFly) Shopify App, Hanoi (Remote)

Customer Support Specialist

01-2020 / 12-2021

- *Developed high-level technical support, reaching the top 3 KPIs with UTMs on guides, videos, and manuals.*
- *Achieved high performance in obtaining 5-star ratings for the app in Shopify.*
- *Maintains average response times under 5 minutes, efficiently handling 5+ tickets simultaneously in fast-paced environments and under pressure.*
- *Tech Stack: HTML5, CSS3, JavaScript, Liquid, JSON.*
- *Tools: Slack, Crisp, G Suite, Shopify Themes, Third-Party App Integrations.*

[TRASA,](TRASA) Buenos Aires

Customer Support Manager

10-2018 / 12-2019

- *Portfolio manager of 200 clients migrated due to the purchase of another smaller company, with a retention of more than 80% after migration.*
- *Creation of a mixed outbound and inbound portfolio of +50 points of sale.*
- *Customer service and daily monitoring with meticulous control of checking accounts of the 200 customers with the highest billing of the company.*

Gautama Shoes, Buenos Aires

Founder & Owner

12-2014 /08-2018

- *Created **10+ jobs** in the factory.*
- *Generated **30+ outsourced jobs**.*
- *Produced **400+ pairs of shoes per day** with the team.*
- *Developed E-commerce using Shopify & Wordpress*
- *Meta ads*

Education

Shopify App Developer Certificate: 04-2023

Engineer's Degree Mechatronic: 01-2020 to 01/2027 (Expected)

Shopify Fundamentals Certificate: 04-2021

Skills

Mastery: Shopify, HTML5, CSS3, Tailwind, JavaScript, Typescript, Liquid, JSON, Spanish (Native), G Suit, Forms, CRM Ticket Systems, Team Management.

Proficient: English (B2, CERF), WordPress, Figma, ReactJS, NodeJS, GraphQL, Ruby on Rails, Meta Ads.