

DENNIS OPOOLA

Technical Support Specialist | Customer Support Engineer | Junior Frontend Developer

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PROFESSIONAL SUMMARY

Versatile IT professional based in Vilnius, Lithuania, with 3+ years of experience across technical support, customer success, and frontend development. Combines hands-on SaaS support expertise with practical JavaScript, TypeScript, and React development skills, making me equally effective as a technical support engineer, customer-facing support specialist, or junior frontend developer. Experienced in REST API troubleshooting, log analysis, Jira Service Management administration, ITSM practices, and building production web applications. Fluent C2 English, strong written communication, and a genuine drive to solve problems rather than close tickets. Available immediately. Valid EU residence permit - no sponsorship required.

TECHNICAL SKILLS

- Languages and Frameworks: JavaScript (ES6+), TypeScript, React, Next.js, HTML5, CSS3, TailwindCSS
- APIs and Integration: RESTful API consumption, integration troubleshooting, JSON, HTTP, client-server architecture
- Database and Querying: SQL (basic queries, data extraction, log investigation)
- Developer Tools: Git, GitHub, VS Code, Postman, browser developer tools, log analysis
- IT Support and Administration: Windows, macOS, Linux (Ubuntu), Microsoft 365, Google Workspace, Jira Service Management
- Monitoring and Documentation: system health monitoring, CMDB, knowledge base creation, runbook maintenance
- ITSM and Incident Management: Jira Service Management, Zendesk, ITIL-aligned incident and change management
- Scripting and Automation: JavaScript and TypeScript automation scripts for workflow and IT operations tasks

PROFESSIONAL EXPERIENCE

Technical Support Analyst | Outlier (Remote) | July 2024 - August 2025

- Delivered technical support to international B2B and consumer clients via email, chat, and ticketing platforms, resolving software, API, and integration issues end-to-end within SLA targets.
- Debugged REST API integrations using browser developer tools and Postman, analysing request/response flows, HTTP errors, and system logs to identify root causes across complex SaaS environments.
- Administered Jira Service Management at the project level, configuring workflows, automation rules, and permission schemes to streamline operations and reduce ticket volume.
- Identified recurring incident patterns and recommended systemic improvements that measurably reduced repeat contacts and improved platform stability.
- Produced and maintained knowledge base articles, resolution guides, and internal documentation that equipped teams to resolve common issues independently.
- Collaborated cross-functionally with engineering, product, and operations teams, translating customer feedback into actionable product improvement requests.

Frontend Developer | Freelance | Ongoing

- Built and deployed production web applications using React, TypeScript, Next.js, and REST APIs - including dennisopoola.com, a live portfolio application.
- Integrated and debugged REST APIs across multiple client projects, resolving integration failures through log analysis and network inspection.
- Wrote automation scripts in JavaScript and TypeScript to streamline repetitive workflows and reduce manual overhead for clients.
- Produced technical documentation and integration guides, translating complex API behaviour into clear, accessible instructions.

IT Support Intern | Kauno kolegijos Alytaus fakultetas | October 2023 - December 2023

- Provided frontline IT support across Windows and macOS environments, resolving hardware, software, and network access issues for students and staff.
- Administered user accounts, access provisioning, and device configuration, processing onboarding and offboarding requests in line with internal procedures.
- Maintained hardware inventory, CMDB records, and internal documentation to support audit readiness and operational continuity.

Community Support Manager (Tech) | T. Marjode (Remote) | *December 2021 - September 2023*

- Managed B2B technical support operations across email, chat, and community platforms for an international SaaS user base.
- Investigated and resolved platform incidents by analysing logs, API responses, and system behaviour, coordinating resolution with engineering teams.
- Built and maintained internal knowledge bases, process documentation, and customer-facing guides that improved team efficiency and self-service resolution.

Administrative and IT Assistant | County Hospital, Lagos, Nigeria | *July 2019 - November 2021*

- Managed digital records, IT systems, and administrative workflows across multiple hospital units with strict data confidentiality and compliance requirements.
- Provided technical support to staff, resolving system access and hardware issues and collaborating with IT teams on process improvements.

EDUCATION

BSc, Technologies of Information Systems | Kauno kolegijos Alytaus fakultetas, Lithuania | 2021 - 2024

CERTIFICATIONS

- Google IT Support Professional Certificate - Coursera
- IBM IT Support Professional Certificate - IBM / Coursera
- CompTIA IT Fundamentals (FC0-U61) - CompTIA / LinkedIn Learning
- Microsoft 365 Fundamentals - Microsoft
- Zendesk Customer Service Professional Certificate - Zendesk
- Professional Certificate in Risk Management - Udemy
- Customer Service and Support Excellence - Udemy

LANGUAGES

- English - C2 Proficient (written and spoken)
- Lithuanian - Conversational