

ZEUS ANGEL RACOMA

TIER 2 TECHNICAL SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

Tier 2 Technical Support Specialist with 5+ years of experience supporting Shopify-based SaaS applications in high-volume remote environments. Skilled in complex escalations, frontend and theme-level troubleshooting, and Engineering collaboration. Strong working knowledge of HTML, CSS, JavaScript, Shopify Liquid, and Chrome DevTools, with a focus on safe, scalable, and reversible fixes.

CORE EXPERTISE

- Tier 2 escalations
- Frontend and app conflict troubleshooting
- Chrome DevTools: Console, Network, Elements
- Safe, reversible code fixes
- Shopify Liquid and theme architecture
- HTML, scoped CSS, and JavaScript
- Bug reproduction and Engineering handoffs
- Merchant communication and scope management

PROFESSIONAL EXPERIENCE

Tier 2 Technical Support Specialist

FEB 2026 - PRESENT

Pro Source Global BPO Inc

- Handle advanced technical escalations for Shopify-based SaaS applications and diagnose frontend, theme-level, script, and third-party app conflicts.
- Debug JavaScript errors and DOM behavior with Chrome DevTools; provide structured reproduction steps and documentation for Engineering.
- Maintain clear merchant communication, expectation management, and disciplined technical scope.

Merchant Support Analyst - Shopify SaaS

SEP 2020 - FEB 2026

AppSolve SRL

- Managed Tier 1 and Tier 2 responsibilities in a lean support team and investigated storefront rendering and interaction issues.
- Implemented scoped CSS and lightweight JavaScript fixes aligned with merchant branding and existing theme behavior.
- Validated systemic bugs, prepared detailed Engineering reports, and contributed to documentation that reduced repeat escalations.

EARLIER EXPERIENCE

Manager Obias Inn and Café

JAN 2020 - AUG 2020

Retail Sales Supervisor Esprit Retail PTE. LTD.

SEP 2014 - DEC 2019

EDUCATION

Ateneo de Naga University

BS in Business Administration

Major: Computer Management and Accounting

CERTIFICATIONS

- Google IT Support Professional Certificate
- The Complete Web Development Bootcamp - Udemy
- Microsoft Excel: Beginner to Advanced - Udemy
- Learn HTML - Codecademy