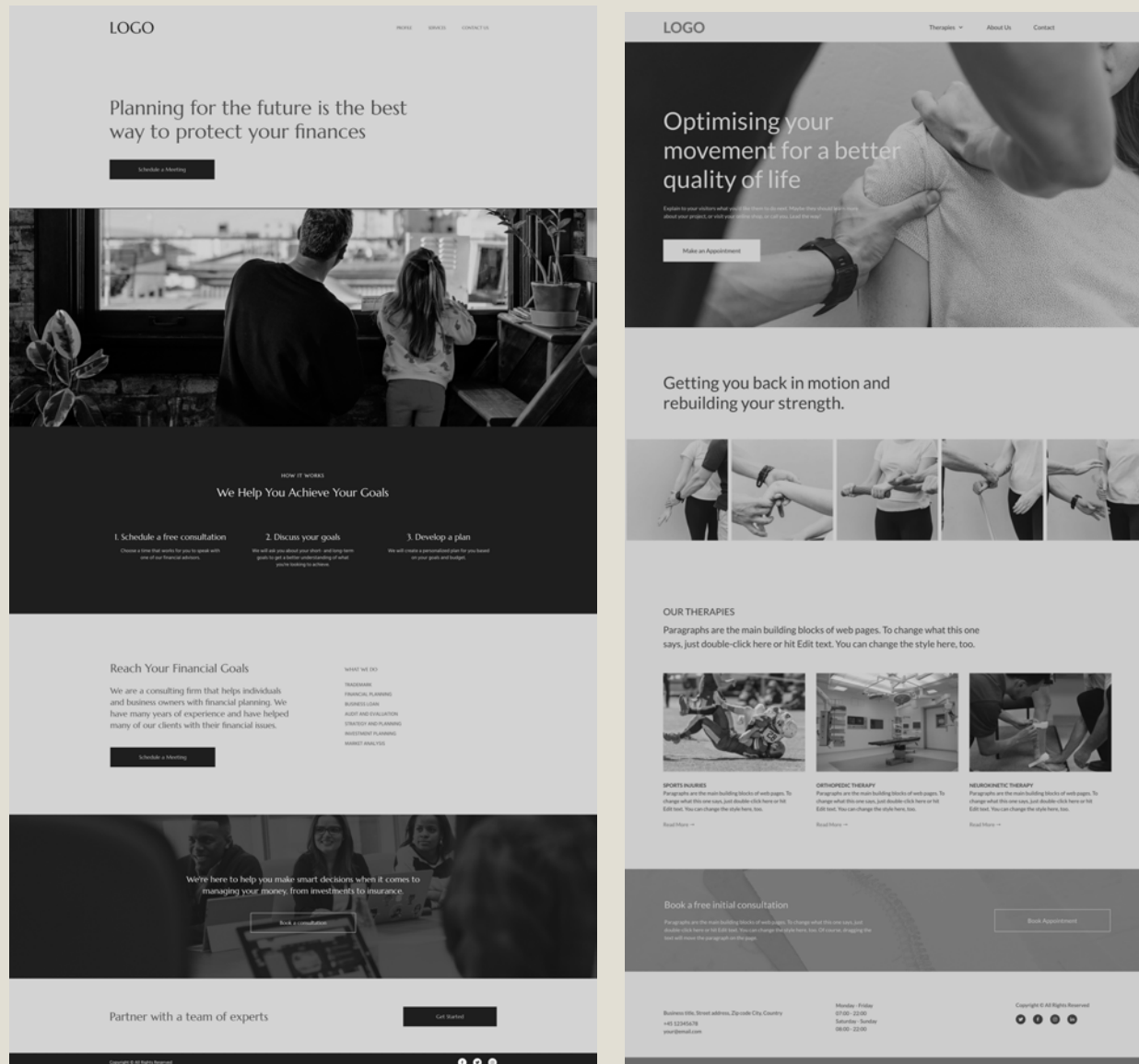


WEB DESIGN & DEV + IT

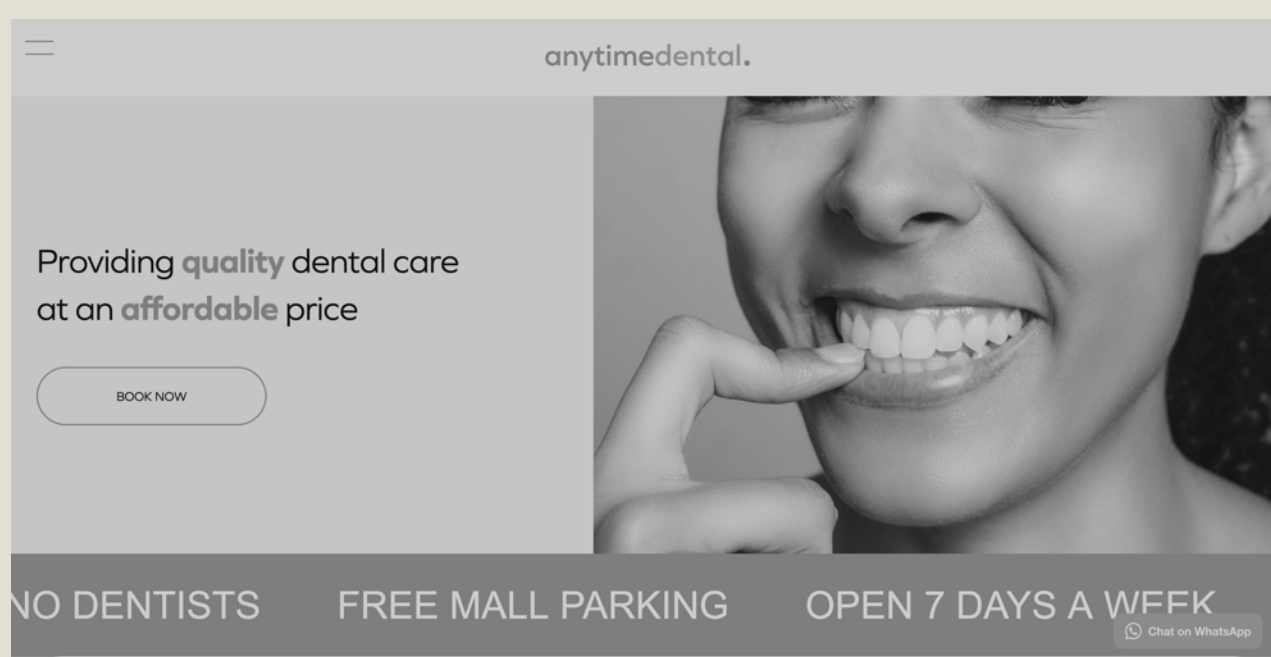
NAME: MARK PHILIP DAWAL
EMAIL: MARKPHD@PM.ME
MOBILE: +61492981848
WWW: MARKPHD.ME
AVAILABILITY: ASAP
LOCATION: NEWCASTLE EAST

SELECTED WORK

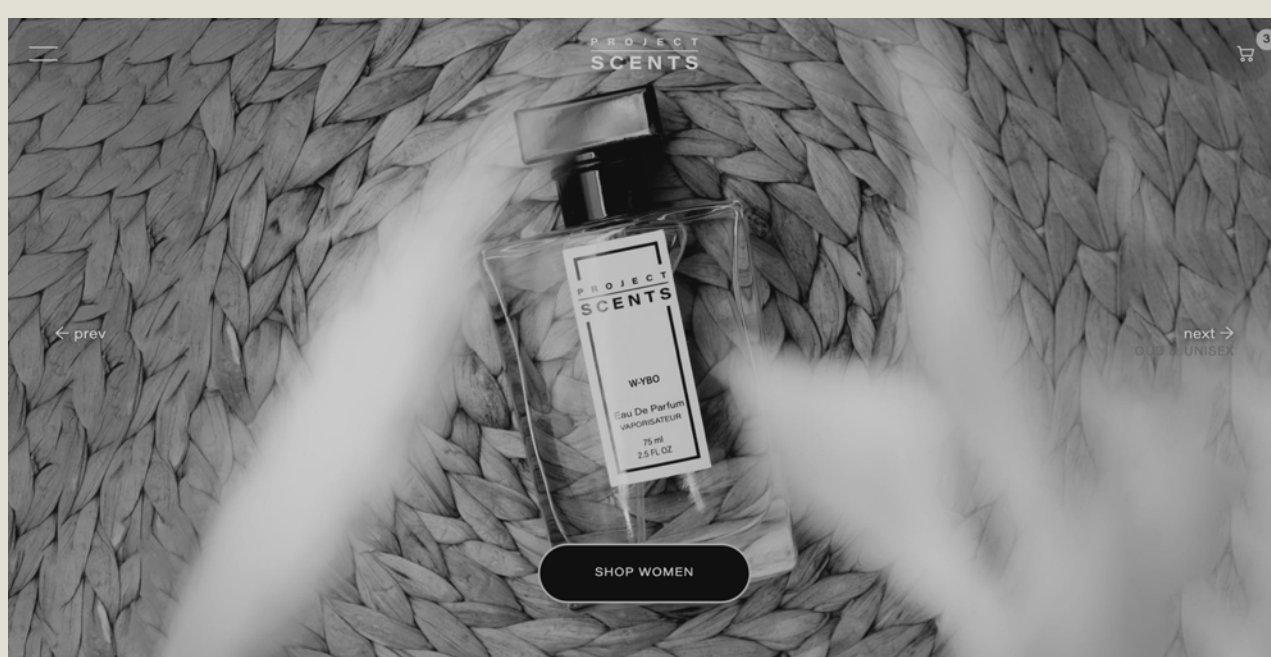


TEMPLATE DESIGN FOR ONE.COM

PERSONAL PROJECTS



WWW.ANYTIMEDENTAL.AE
NEXT.JS / SENDGRID / MAPBOX



WWW.PROJECTSCENTS.COM
NEXT.JS / STRIPE / SENDGRID

SKILLS

NEXT.JS

CSS

REACT

MONGODB

HTML

CLI

WEB HOSTING

WORK EXPERIENCE

PRODUCT DEVELOPMENT LEAD
JULY 2022 - JULY 2023
ONE.COM
DUBAI, UAE

- WORKED ALONGSIDE THE VP OF PRODUCT MANAGEMENT TO IDENTIFY MARKET OPPORTUNITIES, GATHER USER FEEDBACK, AND DEFINE PRODUCT GOALS. ASSISTED IN BRAINSTORMING AND REFINING IDEAS TO ALIGN WITH COMPANY OBJECTIVES.
- CONTRIBUTED TO SHAPING PRODUCT ROADMAPS, ENSURING ALIGNMENT WITH BUSINESS OBJECTIVES AND USER NEEDS. PARTICIPATED IN STRATEGIC DISCUSSIONS TO DETERMINE THE PRODUCT'S VISION, FEATURES, AND TARGET AUDIENCE.
- COLLABORATED WITH CROSS-FUNCTIONAL TEAMS, INCLUDING DESIGNERS, DEVELOPERS, AND STAKEHOLDERS, TO DEFINE CLEAR PRODUCT REQUIREMENTS. TRANSLATED USER STORIES INTO ACTIONABLE TASKS, FACILITATING EFFICIENT DEVELOPMENT CYCLES.
- ASSISTED IN CREATING WIREFRAMES, PROTOTYPES, AND MOCKUPS TO VISUALIZE PRODUCT CONCEPTS. ACTIVELY PARTICIPATED IN USER TESTING AND VALIDATION, INCORPORATING FEEDBACK TO ITERATE AND IMPROVE DESIGNS.
- ACTED AS A LIAISON BETWEEN THE PRODUCT MANAGEMENT TEAM AND DEVELOPMENT TEAMS, FACILITATING SMOOTH INFORMATION FLOW AND ADDRESSING POTENTIAL ROADBLOCKS.

WEB DESIGNER AND DEVELOPER
MAY 2017 - JULY 2022
ONE.COM
DUBAI, UAE

- RESPONSIBLE FOR GATHERING IDEAS AND CREATING CONTENT BASED ON GIVEN REQUIREMENTS FOR TEMPLATE DESIGNS.
- PRESENT IDEAS TO STAKEHOLDERS AND COLLABORATE WITH PRODUCT MANAGERS AND DESIGNERS BY CREATING WIREFRAMES AND LOW-FIDELITY MOCKUPS.
- TRANSFORM DESIGNS INTO FUNCTIONAL TEMPLATES WITHIN THE WEBSITE BUILDER APP.
- COLLABORATE CLOSELY WITH OTHER DEVELOPMENT TEAMS, UTILIZING GIT TO FOLLOW THE RELEASE CYCLE.
- CONTINUOUSLY IMPROVE WORKFLOW BY AUTOMATING TASKS AND MINIMIZING MANUAL WORK FOR ENHANCED EFFICIENCY.

IT ADMINISTRATOR
MAY 2017 - JULY 2023
ONE.COM
DUBAI, UAE

- SERVES AS THE PRIMARY POINT OF CONTACT FOR HARDWARE AND SOFTWARE TROUBLESHOOTING, INCLUDING NEW EMPLOYEE SETUP AND HARDWARE WORKSTATION CONFIGURATION.
- WORKS CLOSELY WITH THE COPENHAGEN IT TEAM TO COORDINATE NETWORK CHANGES IN OFFICE SERVERS.
- PROVIDES COMPREHENSIVE SUPPORT AND ASSISTANCE FOR RESOLVING IT-RELATED ISSUES WITHIN THE ORGANIZATION.

GTM SPECIALIST
JAN 2019 - JAN 2020
ONE.COM
DUBAI, UAE

- SUPPORTS THE MARKETING TEAM IN IMPLEMENTING TRACKING RULES FOR A/B TESTING AND AFFILIATE NETWORKS.
- PROFICIENT IN IMPLEMENTING TRACKING SCRIPTS USING GOOGLE TAG MANAGER TO ACCURATELY CAPTURE DATA FOR SUCCESSFUL ORDERS.
- ACTS AS THE PRIMARY POINT OF CONTACT FOR COLLABORATING WITH TECHNICAL REPRESENTATIVES FROM AFFILIATE NETWORKS.
- FACILITATES SMOOTH COMMUNICATION AND COLLABORATION BETWEEN THE MARKETING TEAM AND AFFILIATES' TECHNICAL REPRESENTATIVES.

ASSOCIATE UX DESIGNER
APR 2018 - APR 2019
ONE.COM
DUBAI, UAE

- FACILITATE THE THREE AMIGOS APPROACH TO DRIVE SPECIFICATIONS FOR SPECIFIC FEATURES WITHIN AN AGILE TEAM.
- CREATE HIGH-FIDELITY MOCKUPS TO COLLABORATE ON DESIGN FLOWS WITH DEVELOPERS AND QA.
- ACT AS A LIAISON BETWEEN COPENHAGEN AND DUBAI OFFICES, BRIDGING THE GAP BETWEEN DIFFERENT TIME ZONES.
- SERVE AS THE MAIN CONTACT PERSON FOR DESIGN ASSETS AND HANDLE DEVELOPER QUESTIONS AND FEEDBACK.
- COLLECT USER PAIN POINTS, CONDUCT COMPETITOR ANALYSIS, AND PRESENT CLICKABLE PROTOTYPES TO THE PRODUCT TEAM.

2ND LEVEL SUPPORT
APR 2013 - FEB 2017
ONE.COM
DUBAI, UAE

- SKILLED IN ADDRESSING DEFACED/HACKED CUSTOMER DOMAINS AND MITIGATING SPAM-RELATED ISSUES.
- PROFICIENT IN UTILIZING GREP AND REGEX TO ANALYZE LOGS AND IDENTIFY ATTACK ORIGINS.
- EXPERIENCED IN TROUBLESHOOTING ADVANCED TECHNICAL PROBLEMS CONCERNING WORDPRESS, PHP, AND MYSQL.
- CAPABLE OF ANALYZING EMAIL SERVER LOGS VIA SSH TO RESOLVE EMAIL DELIVERY ISSUES.
- DEVELOPS COMPREHENSIVE HOW-TO-GUIDES AND CONDUCTS TRAINING SESSIONS TO ENHANCE TECHNICAL EXPERTISE AMONG SUPPORT STAFF.
- ACTS AS A BRIDGE BETWEEN DEVELOPERS AND SYSOPS TEAM, ENSURING EFFECTIVE ESCALATION AND REPORTING USING JIRA.

CHAT SUPPORT
OCT 2012 - APR 2013
ONE.COM
DUBAI, UAE

- PROFICIENT IN HANDLING CUSTOMER INQUIRIES THROUGH CHAT AND EMAIL, ENCOMPASSING BOTH SUBSCRIPTION-RELATED AND TECHNICAL ASPECTS SUCH AS HTML, PHP, MAIL EXCHANGES, AND SERVER CONFIGURATION.
- GAINED VALUABLE INSIGHTS INTO CUSTOMER PERCEPTIONS OF OUR PRODUCTS BY DIRECTLY ENGAGING WITH USERS.
- PATIENTLY GUIDES USERS, RECOGNIZING THAT EVEN SEEMINGLY OBVIOUS CONCEPTS CAN BE CHALLENGING FOR MANY CUSTOMERS.
- EMPHASIZES THE IMPORTANCE OF ACCURATELY DEFINING THE PROBLEM AS A CRUCIAL STEP TOWARDS FINDING EFFECTIVE SOLUTIONS.