

Omer Muneer Qazi

Customer Support Specialist

Customer communication · Support workflows · Platform operations

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Professional profile

Client-facing solutions practitioner with experience understanding requirements and resolving the technical dependencies behind customer workflows. Work spans client onboarding at EverestX and ecommerce and subscription operations at Nello. Brings web and platform implementation knowledge to investigating issues and connecting customer needs with practical follow-through.

Relevant experience

EverestX

Implemented application and onboarding journeys, talent invitations, interview outcomes, and lifecycle notifications. Worked through account transitions and client dashboards to connect hiring requirements with operational follow-through.

Nabidios

Combined client requirements, business development, and team management with delivery of WordPress, Shopify, and custom web solutions over more than nine years.

Career history

Chief Technology Officer | EverestX US | Dec 2025 – Present

Technology infrastructure, system architecture, databases, APIs, and AI/ML integration.

Solutions Engineer & Developer | Nello (Drink Nello) | Oct 2023 – Dec 2025

Shopify and Webflow platforms, subscription management, analytics infrastructure, and Klaviyo email marketing.

Senior Shopify Developer | Integriti Inc. | Feb 2023 – Nov 2023

Shopify development for North American clients, Shopify Plus solutions, team leadership, and SCRUM delivery.

Solutions Architect | Nabidios | Oct 2013 – Feb 2023

WordPress, Shopify, and custom web solutions; business development and team management.

CTO & Marketing Lead | Rebrand BM | Sep 2018 – Sep 2020

Technical strategy for enterprise clients, including Honda Atlas Cars; nationwide kiosks and digital showrooms.

Contact and languages

English · Urdu | [linkedin.com/in/omermuneer](https://www.linkedin.com/in/omermuneer) | github.com/omermuneer

<https://omermuneer.com/cv/customer-support-specialist>