



Mary Mojisla Job

Customer Education and Knowledge Management Professional.

Community Systems Strategist | WordPress and Open Source Advocate.

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PROFESSIONAL SUMMARY

Customer Education, Knowledge Management, and Community Systems Professional with more than 14 years of experience across hospitality, WordPress, digital products, technical support, customer success, documentation, Open Source, and community strategy.

Skilled at understanding what people need, explaining complex information clearly, identifying recurring problems, and translating customer insights into useful documentation, stronger processes, and better customer and community experiences.

CORE EXPERTISE

Customer Education • Knowledge Management • Customer Experience • Customer Success • Technical Support • Technical Documentation • Process Improvement • Voice of Customer • Cross Functional Collaboration • Community Strategy • Community Operations • WordPress • Open Source

PROFESSIONAL EXPERIENCE

Owner and Community Systems Strategist

HDY Haus Group | January 2025 to Present

- Lead a company focused on customer knowledge, community systems, membership experience, practical tools, learning, and sustainable participation.
- Selected client engagement: Designed community strategy, participation pathways, feedback systems, newsletter infrastructure, and an initial community platform for Kolan, a financial technology company serving remote workers and global earners with over 70,000 users.
- Advise founders and organisations on community strategy, customer participation, operating systems, documentation, and sustainable growth.
- Translate broad organisational goals into practical community structures, participation pathways, programmes, and operating plans.
- Develop WordPress tools, resources, and physical and online experiences that help people learn, create, contribute, and belong.

Customer Success Engineer

Paid Memberships Pro, Stranger Studios | November 2019 to August 2026

- Resolved 8,263 customer support tickets, helping customers build, troubleshoot, and maintain WordPress membership websites.
- Investigated technical and operational issues from diagnosis through resolution, explaining complex information clearly and helping customers make informed decisions.
- Documented repeatable answers and contributed to technical guides and educational resources for recurring customer questions.
- Collaborated across support, product, and engineering to communicate customer needs, identify product friction, and contribute to documentation, product, and process improvements.

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Product Owner

How Do You Tech | December 2017 to December 2025

- Led WordPress website, digital product, and transformation projects for businesses, nonprofit organisations, and entrepreneurs.
- Translated customer requirements into technical plans and coordinated projects from discovery through delivery.
- Managed product decisions, customer communication, documentation, and ongoing improvements.
- Guided clients through technical decisions using clear, accessible communication.

Co Founder

Gbefunwa | February 2021 to Present

- Co-founded a WordPress hosting business and contributed to product planning, customer experience, support, and business operations.
- Help customers understand hosting requirements, resolve service issues, and make informed technical decisions.

Managing Director

Geobajas Hotels | January 2021 to Present | Part Time

- Provide strategic and operational leadership for a family owned hospitality business, with responsibility for customer experience, digital systems, business development, and operational improvement.

Guest Service Representative

Lagos Travel Inn | March 2012 to September 2013

- Provided front desk and guest support, responded to enquiries, resolved concerns, coordinated with other departments, and helped maintain a positive guest experience.

Open Source Leadership and Public Work

- WordPress contributor since 2016, with contributions across the Community, Core, Documentation, Support, and Polyglots teams.
- WordCamp organiser, speaker, educator, mentor, former Community Team Representative, and contributor to WordPress 5.8.

WordPress profile: profiles.wordpress.org/mariaojob

Selected talks, publications, and public work: maryjob.com

TOOLS AND PLATFORMS

WordPress • Help Scout • GitHub • Listmonk • Slack • Google Workspace • Notion • Trello • Loom

EDUCATION

- Master of Information Resources Management, Knowledge Management Specialisation, Babcock University
- Postgraduate Diploma in Mass Communication, Babcock University
- Bachelor of Arts in Philosophy, Olabisi Onabanjo University