



Mary Mojisola Job

Customer Success Professional | Community Strategist | Open Source Contributor

Durrës, Albania | Remote | maryjob.com

ABOUT ME

Customer support and community professional with more than eight years of experience helping customers use WordPress, open source software, membership platforms, hosting, and digital products.

Experienced in technical support, customer success, documentation, knowledge management, process improvement, and collaboration across support, product, and engineering. I identify recurring customer problems and translate them into better systems, resources, and customer experiences.

CORE EXPERTISE

Customer Support • Customer Success • Technical Support • Knowledge Management • Process Improvement • Technical Documentation • Cross Functional Collaboration • WordPress • Open Source Software • Community Strategy • Community Operations • Stakeholder Management

PROFESSIONAL EXPERIENCE

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 problems, taking ownership of customer issues from diagnosis through resolution.
- Identified recurring customer problems and product friction, using those insights to improve documentation, support resources, and internal knowledge.
- Collaborated with support, product, and engineering teams to communicate customer needs and contribute to product and process improvements.
- Created clear technical documentation and educational resources for customers, colleagues, and the wider WordPress community.

Community Strategy Consultant

Kolan | July 2026 to Present | Contract

- Building the strategy, structure, and operating systems for a new fintech community.
- Establishing community processes, participation pathways, documentation, and feedback systems designed to support sustainable growth.
- Working with stakeholders to connect community activity with customer needs and wider business objectives.

Founder and Community Strategist

HDY Haus Group | January 2025 to Present

- Advise founders and organisations on community strategy, customer participation, operational systems, and sustainable growth.
- Design practical community structures, processes, documentation, and participation pathways.
- Translate broad business goals into clear community programmes and operating plans.

Product Owner

How Do You Tech | December 2017 to December 2025

- Led WordPress website, product, and digital transformation projects for businesses, nonprofit organisations, and entrepreneurs.
- Translated customer requirements into technical plans and coordinated work from initial 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.
- Helped customers understand hosting requirements, resolve service issues, and make informed technical decisions.

Additional Leadership Experience

Director, Business Operations and Digital Transformation, Geobajas Hotels | 2007 to Present

- Provide strategic and operational support to a family owned hospitality business, including customer experience, digital systems, and operational improvement.

Open Source Leadership and Public Work

Active WordPress contributor, speaker, educator, organiser, and mentor with contributions across the Community, Core, Documentation, Support, and Polyglots teams.

WordPress contribution profile: profiles.wordpress.org/mariaojob

Selected talks, publications, community work, and case studies: maryjob.com

TOOLS

WordPress • Help Scout • GitHub • Slack • Google Workspace
Trello • Loom • ChatGPT • Claude • Notion

EDUCATIONAL BACKGROUND

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