MAKSYM (MAX) ZAREMBA

Full-Stack Developer, E-Commerce Founder & Digital Strategist

Portugal • EU Citizen

Portfolio: www.mxfax.com **Email:** max@mxfax.com **LinkedIn:** in/maxzaremba
GitHub: github.com/mxfax **Store:** laminifigs.com

SUMMARY

E-commerce founder, developer, and digital strategist with an IT Engineering background and over 8 years of hands-on experience building and running online businesses. Built and scaled an online store to over 2,000 sales, managed profitable Google and Meta ad campaigns, and created custom web applications and AI tools using Python, TypeScript, and Next.js. Comfortable handling both the technical side (coding, Shopify customization, workflow automation) and day-to-day business operations (financial management, customer support, and content creation).

SKILLS & TOOLS

Programming & Web	Python (FastAPI, Flask, Streamlit), TypeScript, JavaScript, React, Next.js, Shopify Liquid, Three.js / WebGL, HTML5, CSS3 / Tailwind, SQL
AI & Automation	AI workflow automation, RAG & multi-model chatbots (OpenAI, Anthropic, Grok APIs), prompt crafting (ChatGPT, MidJourney, DALL-E, Stable Diffusion)
E-Commerce & Marketing	Shopify, Etsy, Google Ads (Performance Max, ROAS optimization), Meta Ads, Google Analytics, Google Merchant Center, SEO, SMM, email & affiliate marketing
Operations, Tools & Design	Financial & account management, customer support, Stripe dispute resolution, Jira, Zendesk, Trello, GitHub, Slack, Discord, Google Workspace, Photoshop, Canva

WORK EXPERIENCE

Founder & Manager — LAminifigs.com

2018 – Present | Portugal

- Built and scaled a profitable e-commerce business on Shopify and Etsy to over 2,000 global orders, managing inventory, supplier relations, financial transactions, and account administration.
- Developed and ran digital marketing strategies across Google Ads (Performance Max, Target ROAS), Facebook/Instagram Ads, and SEO to steadily grow traffic and conversion rates.
- Customized Shopify Liquid theme templates, added structured JSON-LD schema markup, and configured Google Merchant product feeds to improve search visibility.
- Created website content, blog posts, product visuals, and promotional materials using Photoshop, Canva, and AI generation tools, while managing social media marketing (SMM).
- Handled direct customer service, automated repetitive order and tracking workflows using Python and AI tools, and resolved international payment disputes with detailed delivery logs.

Technical Writer & Community Manager — TradeCafe.ai

2026 – Present | Remote

- Write clear technical guides, product documentation, and educational articles explaining algorithmic trading tools, automated market signals, and platform features.
- Manage community channels on X and Telegram, helping users understand complex trading tools and gathering direct feedback to improve the product.

Head of Customer Service — Back to Space FZE

2018 – 2022 | Dubai, UAE (Remote)

- Led a global customer support team, significantly improving ticket response and resolution times using Jira and Zendesk.
- Managed internal team workflows across Trello, Slack, Discord, and Google Workspace, automating repetitive tasks to reduce project turnaround time.
- Developed training programs and onboarding materials to help new support agents get up to speed faster and work more efficiently.
- Created detailed monthly performance reports to track support metrics, identify recurring issues, and improve overall customer support strategies.

WORK EXPERIENCE (CONTINUED)

Co-Founder & Digital Strategist — **Fix4Dll.com** 2015 – 2018 | Remote

- Developed and managed large-scale website content, growing organic search traffic to millions of views through practical on-page and technical SEO.
- Planned and executed affiliate marketing and ad monetization strategies, testing page layouts to increase conversion rates and overall revenue.

Co-Founder & Growth Hacker — **Bitefruit.com** 2015 – 2016 | Remote

- Created and launched an affiliate marketing blog that was featured in PRWeb.
- Designed engaging content, visuals, and outreach campaigns to grow the audience and build affiliate partnerships.

SELECTED WEB & SOFTWARE PROJECTS

Personal 3D Developer Portfolio — www.mxfax.com **Next.js • Three.js • WebGL • Web Audio API**

- Built and launched my interactive portfolio website (**mxfax.com**) featuring custom 3D graphics, real-time visual effects, and interactive sound design in the browser.
- Connected the contact system to serverless backend endpoints and Discord webhooks to receive instant real-time messages from site visitors.

Universal RAG & Multi-Model AI Chatbot **Python • Streamlit • Vector Search • LLM APIs**

- Built a flexible AI chat application in Python that lets users switch between OpenAI, Anthropic, and open-source models within a single interface.
- Added custom document upload and retrieval (RAG) so the AI can read uploaded files and answer questions accurately based on specific data.

WoW Forever Legacy Path — Route Solver & Build Planner **TypeScript • React • Next.js • Tailwind CSS**

- Created an open-source interactive web tool that calculates optimal progression routes and talent builds for players.
- Wrote fast client-side logic in TypeScript and React to handle complex path calculations and instant UI updates without page reloads.

EDUCATION & CERTIFICATIONS

BSc & Specialist Degree in IT Engineering
Universidade Autónoma de Lisboa / Higher Educational Institution
Specialized in Programming (C, C#, Java, SQL, PHP), Computer Networks, E-Commerce, and Computer Security. (Bologna Master's Equivalent).

IT Technician Certification
Escola Secundária de Infante D. Pedro (2005 – 2007)
Computer hardware maintenance, networking, and systems administration.

LANGUAGES & SOFT SKILLS

English / Portuguese	**C1 (Fluent)**
Ukrainian / Russian	**Native**

Core Strengths: Problem-solving, analytical thinking, process optimization, fast self-learner, adaptable, strong team communication.