

VIKRAM SINGH

WordPress Engineer

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Professional Summary

- WordPress Support Engineer with over 4 years of experience delivering exceptional customer service and website development from small businesses to large corporations and online stores.
- Proficient in resolving a wide range of WordPress-related issues at a Tier 1 level (Live Chat, Support Forum Tickets, Emails), consistently achieving a 90-95% resolution rate.
- Skilled in making technical language easily understandable and guiding customers to optimal solutions.

Skills

- Proficiency in WordPress, HTML, CSS, Plugins, Themes, WP-CLI.
- Excellent Communication, Technical Writing, Team Collaborative.
- Hosting Management (Domains, DNS, Emails(POP3/IMAP/SMTP), SSL, cPanel, Plesk, WHM, sFTP.)
- Bug reporting, Improvement tasks, Troubleshooting, Diagnostics, and Conflict resolution.
- Custom post types, taxonomies, fields, shortcodes, and widgets.
- Migration, Maintenance, Security, Malware cleanup, Customization, Multisite, Basic SEO.
- Forms, Integrations, Automation, Events, Payments, Woo, Membership, Multilingual, Page builders, Custom templates, block editor, child theme.
- Patience, Empathy, and a Sense of Humor with the ability to learn and adapt

Professional Experience

WordPress Support Engineer

• 2022 - Present

Incsub (WPMUDEV) Pvt Ltd, USA

- Responding to customers through Live Chat, and Forum Tickets who report issues with their website(s), plugins, or hosting services(including DNS, Domains, and Emails) and handling/debugging issues.
- Helping customers resolve WordPress issues by accessing their websites, identifying problems, and offering effective solutions. Handling customer feature requests for company plugins and services.
- Providing developers and the Second Level Support Team with precise and comprehensive bug reports for escalation. Helping with WP basic hooks and filters for custom solutions.
- Meticulously documenting and summarizing testing and troubleshooting steps for effective communication with both customers and colleagues. Testing company plugins when new features are released.
- Assisting with a wide array of WordPress questions, company products, and services with finesse.

WordPress Developer

• 2021 - 2022

Notion Age Pvt Ltd, Singapore

- Developed custom websites tailored to the unique needs of businesses, blogs, and e-commerce platforms.
- Specialized in troubleshooting, website security, speed optimization, and technical SEO.
- Managed WHM servers, Cloudflare, and Cpanel for hosting environments.
- Successfully maintained and managed a network of over 300 PBN (Private Blog Network) sites.
- Installed WordPress sites manually or using the WordPress toolkit in Cpanel.
- Consistently developed and implemented basic SEO practices.
- Provided technical training to clients and managed webmasters, Google Search Console, and analytics.

WordPress Developer - Freelancer

• 2020 - 2021

Web Design Mate, Canada

- Developed and managed custom websites for small businesses and individuals.
- Specialized in optimizing site speed and security.
- Integrated payment gateways and WooCommerce functionality.
- Ensured the seamless operation of e-commerce sites.

Education

Graduation In Web Development.

Internet Academy, Bengaluru
2016-2017

B.Sc Mathematics (Hons.)

MDSU University, Ajmer.
2013-2016