

ARAFAT HOSSAIN

WORDPRESS DEVELOPER & TECH. SUPPORT SPECIALIST

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Portfolio link: www.devarafatwp.xyz

PROFESSIONAL SUMMARY

Technical Support Engineer with 4+ years of experience in WordPress troubleshooting, customer support, and product issue resolution. Skilled in debugging WordPress plugins, resolving customer tickets, and improving user experience. Experienced with tools like HTML, CSS, JavaScript, PHP, and WordPress environments. Passionate about delivering fast and effective support while continuously improving technical skills.

WORK EXPERIENCE

Kodezen (Bangladesh) kodezen.com

Technical Support Engineer - WordPress

April 2024 - April 2026

- Resolved 100+ customer tickets weekly related to WordPress plugins (Academy LMS, Blocks, StoreEngine, total 11+ plugins)
- Competitor plugin research & improvements.
- Reproduced bugs and collaborated with developers to reduce recurring issues
- Improved documentation and internal knowledge base for faster support resolution
- Provided support via email, ticketing systems, and live chat

HALEETECH (USA) haleetech.com

WordPress Customization

September 2022 - April 2024

- Customized WordPress themes and plugins based on client requirements
- Worked with HTML, CSS, JavaScript, and PHP to implement UI and feature changes
- Assisted in troubleshooting website issues, including layout bugs and plugin conflicts
- Collaborated with designers to ensure responsive and user-friendly interfaces

TECHNICAL SKILLS

WordPress & Support

- WordPress Core, Plugin & Theme Debugging
- AcademyLMS, aBblocks, StoreEngine, etc. (11+ plugins support)
- Ticketing Systems (Via: Fluent Support, ZenCommunity)

Technical Skills

- HTML, CSS, JavaScript, PHP
- WordPress Customization

Tools & Workflow

- Git & Github
- Chrome DevTools
- cPanel / Hosting Panels
- DNS & Domain Management

Support Skills

- Customer communication
- Bug reproduction & reporting
- Technical documentation

HOBBY

- Building and customizing WordPress websites
- Exploring new plugins and troubleshooting issues
- Learning new web technologies
- Writing technical guides and helping users in forums

EDUCATION

Anwer Khan Modern University - Bachelor of Computer Science and Engineering

Oct 2022 - Dec 2026

AVERAGE GPA 3.7/4

REFERENCE

Tushar Imran

CEO & Founder (Kodezen)

Email: academylms.net@gmail.com

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Satudhru Das

Lead Support at (Kodezen)

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