



Mir Md Aurangajeb

Support Engineer, WordPress Enthusiast

PERSONAL PROFILE

Support Engineer with years of experience in providing comprehensive technical support to end-users. Collaborate with team and Managers to complete the task to discover issues, resolve defects, and ensure client expectations.

I am well regarded for being a solid communicator and team player with colleagues and clients.

I would love to work with WordPress according to the client's needs. I'm not a die-hard programmer, but I would love to explore the codebase.

PERSONAL SKILLS

- Strong professional communication skills
- Effective interpersonal skills
- Quick to respond to issues
- Problem-solver
- Creative and flexible when necessary
- Easily approachable
- Analysis, evaluation, and bug resolution
- Patience and tolerance

KEY COMPETENCIES

- (WordPress) Technical Support
- Troubleshooting and Quality Control
- Code explorer, bug hunting
- Blogging
- Design (UI-UX) fascination

LET'S GET IN TOUCH

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ACADEMIC BACKGROUND

Under-graduation

Uttara University | (2017 ~ 2020)

- Completed my under-grad degree (BSC in CSE) from here.

Diploma

Jessore Polytechnic Institute | (2010 ~2014)

- Completed my diploma degree (in CSE) from here. This institute is under Bangladesh govt. technical education board.



EMPLOYMENT SUMMARY

Senior Technical Support for AIOSEO

Awesome Motive | July 2024 - Present

As a Senior Technical Support member, I handle complex and escalated technical issues, bridging the gap between support and development teams to resolve issues efficiently.

Responsibilities and Expectations:

- Provide advanced troubleshooting and support for escalated issues.
- Conduct thorough research to diagnose and resolve issues.
- Maintain comprehensive documentation of issues and their resolutions.
- Communicate effectively with both customers and internal teams.
- Continuously enhance product knowledge and stay updated on related technologies.

Technical Support for AIOSEO

- Awesome Motive | August 2022 - July 2024
- Provide customer support for both free and paid products through HelpScout and WP.org forum.
- Troubleshooting issues and writing thorough bug reports
- Take on responsibility for technical issues and collaborate with the Engineers team to find a solution.
- Maintain the chain to resolve issues, complete tasks, and carry out additional operations.
- Open GitHub bugs and maintain contact with the assigned developer.
- When necessary, create knowledge bases and documentation

Support Engineer and Coordinator

weDevs Ltd | April 2019 - 2022

- Providing Support via HelpScout and Crisp live chat for both free & paid products.
- Site troubleshooting, investigating, and creating detailed bug reports.
- Take ownership of technical issues and work with the Engineers team to resolve more advanced issues when necessary.
- Provide pre-sales support besides tech support. And resolve customer complaints.
- Maintain the chain to resolve the issues, tasks & other activities.
- Receive feedback from Leads and report back to the upper level
- Create an issue on GitHub, Trello, and BitBucket & stay connected with the assigned developer.
- Create knowledgebase & documentation
- Train Intern/ Trainee

Project Manager

RRC | April 2018 - April 2019

I served here as a Project Manager with all Admin works, as well as Head of IT. As a Project In-charge, I dealt with various overseas clients such as Singaporean, Maldivian, Qatar, Malta.

Jr. WP Designer & Dev, Support Engineer

Soft Tech & amarPay | Oct 2015 - Mar 2017

It was my first company. I joined Soft Tech Innovation Ltd. as a Jr. WordPress web designer & developer.

As a thirsty beginner, I had to do multi-tasking there. My primary role was to make a responsive website using WordPress themes, plugins, Customization, HTML, CSS Bug Fixing. Also, create an online e-commerce store with Opencart and WordPress premium themes. I also worked as technical support at amarPay, which is a sister concern of Soft Tech.

PROJECTS

Being a **Technical Support Engineer**, I have to provide support on numerous WP websites/projects every day. However, there are a few of my recent projects besides my regular job.

MRINTERPARK.COM

→ This is my most recent work, which migrated from another domain with few internal changes. It was a pretty simple task, like crafting the site based on the niche (Amusement Park). The critical points of the project are:

- i) Product listing as catalog mode and
- ii) Enquiry form with the product to contact the owner.
- iii) WhatsApp chat integration
- iv) Create an editor/manager role with few advanced capabilities

As I know, all of those challenges can be quickly resolved by WooCommerce and few additional plugins. End of the day, it was an easy task. Noted here, I also manage this domain and hosting, so it was a one-man army job.

VALUEYOURWATCH.COM

→ It was a mini project but challenging due to an unknown environment. Tasks are:

- i) Dokan Multivendor system installation and set it up properly on the site.
- ii) Integrate site's media (only) to a different cloud server (Digital Ocean Space).
- iii) Serve the pictures from Digital Ocean as DNS with SEO-friendly URL.

The most challenging part was configuring Digital Ocean spaces and DNS. So overall this project was an adventure for me, and it added an extra curve to my experience. I learned a bunch of new server settings & stacks during working on this project.

FOUNDASEAN.COM

I worked on this directory listing site couple of months back. It was an excellent project as I did a lot of brainstorming & experimenting due to the client's different stacks. Finally, I created this site with the help of WooCommerce, and few plugins, and a few lines of coding. The challenging parts of the project are:

- i) Directory/service Listing
- ii) Link vendor's products to their listing profile
- iii) Products' price customization based on the measurement and extra options
- iv) Deposit support with the WC product/price
- v) Vendors can manage projects from the frontend

WPREGULAR.COM & MMARJB.WORDPRESS.COM

→ My blog sites. I write blogs there.

MM.WPREGULAR.COM

→ My portfolio site.

BPCL.COM.BD

→ This site was developed back in 2016 during the initial stage of my career. It was a cute but straightforward portfolio site.

KBHOUSE.INFO

→ This is another charming work during my first job, which is still alive. It was a family portfolio website with their Genealogy tree. The main challenge was to show their family genealogy as a tree. So I used another standalone service (Familyecho) to serve that. I was praised by the client after finished the work because of the Family Tree.