



# Md. Jakir Hosen

WordPress Technical Support Engineer

## CONTACT ME

☎ +880 1792233331

✉ career.jakir@gmail.com

🌐 <https://jakir.site>

📍 Dhaka, Bangladesh

## TECHNICAL SKILLS

- HTML 5, CSS3, jQuery
- PHP, Vanilla JS
- Technical Support
- Customer Conversion
- Debug and Problem solving
- Technical Support
- LMS, WooCommerce
- GitHub, Jira, Slack

## EDUCATION

- **Bsc Engineering in CSE**  
Bangladesh University  
Completed in 2020
- **Diploma Engineering**  
Naogaon Polytechnic Institute  
Completed in 2015

## WORK EXPERIENCE

WordPress Technical Support Engineer July 2020 - Current

### BuddyBoss LTD

- Provided technical support via Helpscout and the WordPress forum.
- Communicate with clients via help desk, Live Chat, Zoom, and Emails.
- Helps other agents with debugging and troubleshooting.
- Collaboration between clients and the development teams
- Testing Beta Plugins and listing bugs in GitHub/Jira/Trello.
- I handle VIP, urgent, and important customers.
- Team building, Team Management, and one-on-one Meetings.

WordPress Developer

Aug 2017 - Jun 2020

### Themeum

- WordPress Theme & Plugin Development.
- Submit Theme in WordPress.org and Themeforest.
- Testing Plugins, Review Code, and Fixing bugs.
- Provide Technical Support to the clients.

Frontend Developer

2016 - July 2017

### Brainstation-23 LTD

- Checking & Improving Applications User Experience.
- Fixing bugs with CSS and Javascript conflict.
- Custom Website Design and Development.

## WEBSITES

- <https://www.jakir.blog>
- <https://www.linkedin.com/in/jakir-hosen999>
- <https://jakirblog.medium.com>