

Arvind M

☎ 9360569305 | ✉ arvind.m26@outlook.com | 🔗 [LinkedIn: Arvind M](#) | 🌐 arvind.infinityfreeapp.com

Professional Summary:

Dynamic and results-driven WebHost Engineer with expertise in web hosting, domain management, and technical support. Proven ability to troubleshoot WHM, WordPress, and cPanel issues while excelling in PR and brand communication. Passionate about optimizing workflows, training teams, and enhancing customer experience.

WORK EXPERIENCE:

📌 **Junior Support Engineer** → 📌 **PR Manager**
SeekaHost Ltd | Dec 2023 – Present

Joined SeekaHost Ltd as a **Junior Support Engineer**, quickly gaining expertise in troubleshooting WHM, WordPress, and cPanel, resolving support tickets, and assisting customers with website-related issues. Managed domain pricing adjustments across all portals, handled website backups, and oversaw website terminations. My ability to learn quickly and enhance support processes led to additional responsibilities beyond my initial role.

This efficiency and adaptability earned me a promotion to **PR Manager**, where I now oversee public relations, media outreach, and brand communication. I contribute to marketing through video content and educational materials while continuing to support technical operations, **effectively balancing both roles**.

KEY CONTRIBUTIONS:

- ◆ Authored blogs on topics like updating DNS records in SeekaHost Client Area and accessing phpMyAdmin without cPanel login.
- ◆ Trained new joiners on ticket resolution, web hosting, and server migration, monitoring their hands-on tasks.
- ◆ Contributed innovative ideas and planning in group discussions.
- ◆ Edited and created company-related videos to enhance brand engagement.

TECHNICAL IMPROVEMENTS:

- ◆ Optimized support processes, reducing ticket resolution time.
- ◆ Expertise in domain configuration, WHM, WordPress, and cPanel troubleshooting.
- ◆ Enhanced communication through client interactions, email handling, and live chat support.
- ◆ Quick learner, promoted to PR Manager for outstanding performance.

TECHNICAL SKILLS:

💻 **Web & Hosting:** HTML, WordPress, cPanel, WHM, DNS Management.

🔍 **SEO:** On-Page & Off-Page Optimization, Keyword Research

💻 **OS & Servers:** Linux, Windows, Mac

🎨 **Design & Editing:** Photoshop, Adobe Premiere Pro

ACADEMIC & PROJECTS INFORMATION:

🎓 **B.Sc. Computer Technology** (CGPA: 8/10)
Sri Krishna Adithya College of Arts and Science (2020-2023)

📌 **Final Year Project** – *Ultrasonic-Based Voice-Activated Smart Wheelchair*

- Hands-free wheelchair control via speech recognition.
- Published in *International Journal of Research Publication and Reviews (IJRPR)*. [\[Link\]](#)

PAPER PRESENTATIONS:

◆ **Multi-User Gaming Server**

- Presented at the *State-Level Paper Presentation*
- *Sri Ramakrishna College of Arts and Science, Coimbatore – 8th April 2022*

◆ **Green Computing (Winner)**

- 🏆 **Won State-Level Paper Presentation Competition**
- *Nandha College of Arts and Science, Erode – 22nd April 2022*

CERTIFICATIONS:

🏆 **WHM & cPanel Certifications**

- WHM Administration Certification Exam (CWA)
- cPanel & WHM Sales Professional Exam (CPSP)
- cPanel & WHM System Administrator I Certification Exam (CWSA-1)
- cPanel Certified Partner Accreditation (CPCP)
- cPanel Professional Certification Exam (CPP)