

# Arvind M

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## 👤 PROFESSIONAL SUMMARY:

Confident and results-driven WebHost Engineer with expertise in web hosting, domain management, and technical troubleshooting. Adept at resolving WHM, WordPress, and cPanel issues. Promoted to PR Manager for top performance and adaptability, reflecting strong communication and leadership skills. Experienced in content creation, public relations, and client interaction. Proven ability in full-stack development, demonstrated through a personal portfolio site built using HTML, CSS, and JavaScript.

## 📁 WORK EXPERIENCE:

📌 **Junior Support Engineer** → 📌 **PR Manager**  
**SeekaHost Ltd** | Dec 2023 – Jan 2025.

Started as a Junior Support Engineer, gaining hands-on experience with WHM, WordPress, cPanel troubleshooting, domain support, backups, and networking-related issues. Improved support operations, cut ticket resolution times, and **consistently exceeded benchmarks earning a fast-track promotion**. Now working as PR Manager, overseeing media communication, brand marketing, and public relations, while continuing to handle core technical and networking support.

📌 **Technical Support Technician** | **RJ Electronics** | 2020 – 2024.

Handled computer assembling, PC/laptop servicing, and troubleshooting hardware/software issues.

## 🔑 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:

- ◆ Reduced ticket resolution time by streamlining support processes
- ◆ Skilled in WHM, WordPress, cPanel, and domain configuration
- ◆ Strong communication via email, chat, and client interactions
- ◆ Promoted to PR Manager for fast learning and top performance
- ◆ Proficient in PC/laptop and network troubleshooting (LAN/Wi-Fi, system config, drivers)
- ◆ Built and deployed [arvind.infinityfreeapp.com](http://arvind.infinityfreeapp.com) using HTML, CSS, and JavaScript to showcase responsive web design skills.

## 🧠 TECHNICAL SKILLS:

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

💻 **Networking & Troubleshooting:** Windows/Mac/Linux OS diagnostics, LAN/Wi-Fi issues, system configuration

🔍 **SEO (Basic):** Familiar with On-Page/Off-Page Optimization and Keyword Research

🎨 **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)*. – [View Paper](#)

## 📄 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)