Yeasir Arafat Joy

Technical Support Engineer

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🔗 Personal Portfolio

Profile

Technical Support Engineer with a strong foundation in Linux system administration, web hosting, and cloud server management. Experienced in troubleshooting complex issues involving Docker, Nginx, MySQL, Redis, and WordPress. Skilled in setting up and maintaining VPS environments such as AWS and DigitalOcean, installing software packages, configuring SSL/TLS, and managing DNS records. Proven ability to deploy and optimize websites, improve server performance, and analyze logs to quickly identify and resolve issues. Experienced in providing responsive technical support via email and chat, ensuring high levels of customer satisfaction while maintaining clear and detailed documentation. Collaborative team player who values efficiency, security, and delivering tailored solutions. Committed to continuous learning and staying updated on emerging technologies in hosting, cloud services, and system administration.

Professional Experience

Freelance at Fiverr   07/2024 – present
Technical Support Engineer   Rajshahi, Dhaka

Education

Rajshahi City College   09/2019 – present
B.Sc. in Economics   Rajshahi, Bangladesh

Projects

Personal Website 🔗
Designed and developed a responsive personal portfolio website using Hugo. Deployed on GitHub Pages, highlighting proficiency in deployment workflows and Version Control.

Deployed Projects 🔗
Hosted and configured multiple web services on DigitalOcean, utilizing Docker for containerization and Caddy for reverse proxy setup

Skills

WordPress	▬▬▬▬▬▬	Docker	▬▬▬▬▬▬
Caddy	▬▬▬▬▬	Trello	▬▬▬▬▬
Version Control	▬▬▬▬▬	PHP	▬▬▬▬▬
Ngnix	▬▬▬▬▬	MySQL	▬▬▬▬▬▬
DigitalOcean	▬▬▬▬▬▬		