

Mahmudur Rahman Labib

Support Engineer

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PROFILE

Passionate and dedicated **WordPress Support Engineer** with hands-on experience in providing technical support and troubleshooting for WordPress themes, plugins, and custom development. Proficient in **PHP**, **HTML**, **CSS**, and basic **JavaScript**, with a deep understanding of WordPress architecture. Adept at diagnosing issues, creating detailed bug reports, and working collaboratively with engineering teams to resolve complex technical problems.

Skilled in customer service, pre-sales support, and communicating technical information to technical and non-technical users. Strong ability to manage multiple support requests through platforms like Helpscout and HubSpot while maintaining patience and empathy towards customers. Eager to grow and improve skills in a dynamic environment.

PROFESSIONAL EXPERIENCE

WordPress Developer

Boi Brikkho [🔗](#)

07/2023 – present
Dhaka, Bangladesh

WordPress Support Engineer

Boi Brikkho [🔗](#)

04/2023 – 07/2023
Dhaka, Bangladesh

Frontend Developer

Finite Touch Studio [🔗](#)

12/2022 – 04/2023
Dhaka, Bangladesh

CERTIFICATES

Foundations of Cybersecurity

[🔗](#)

EDUCATION

Bachelor of Science in Computer Science and Engineering

University of Liberal Arts Bangladesh

06/2022
Dhaka, Bangladesh

PROJECTS

Golpo Audiobook & Podcasts [🔗](#)

Resonance Technology

02/2023 – present

LANGUAGES

English



Bengali



SKILLS

WordPress



PHP



HTML



CSS



JavaScript



MySQL



Trello



HelpScout



Version Control



INTERESTS

Scuba Diving | Hiking