

Mohammed Riyazuddin

Support Engineer

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Experienced Customer Success and Technical Support Specialist with over 5 years of success managing customer relationships, resolving complex platform issues, and driving product adoption in SaaS and digital platforms. Skilled in cross-functional collaboration, customer communication, and data analysis. Adept at simplifying technical concepts, supporting campaign delivery, and contributing to support process improvement.

Areas of Expertise

- ◆ Product Support
- ◆ Project Management
- ◆ Troubleshooting
- ◆ Strategic Planning
- ◆ Technical Support
- ◆ People Management
- ◆ Process Improvement
- ◆ Debugging
- ◆ Technical Documentation
- ◆ Training
- ◆ Analytical Thinking
- ◆ Customer Service

Technical Stack

WordPress, WooCommerce, HTML, CSS, JavaScript APIs, Git, GitHub, Browser DevTools, DNS, Zendesk, Office Applications

Key Achievement

- Decreased team's AHT by executing informal performance enhancement strategies, independent of formal KPIs and goal metrics.

Professional Experience

Automattic, Remote Happiness Engineer

June 2019 – April 2025

Resolved customer inquiries via email (Zendesk) and live chat supporting WordPress.com and WooCommerce platforms, enhancing user satisfaction and product usability. Troubleshoot and optimized WooCommerce plugins and extensions, including payment gateways (Stripe, PayPal, WooPayments), synchronization tools (Square, Google, Facebook), and advanced modules like Bookings and Subscriptions. Resolved issues related to website hosting, domain management, DNS configuration, email integration, and plugin/theme functionality on WordPress. Enhanced onboarding and learning experience for new hires by revising and maintaining training materials as part of the training guild.

- Improved customer experience by resolving technical issues and guiding users in building visually engaging websites via expert support on domains, themes, hosting, and plugins.
- Resolved 500+ tickets/month while maintaining 90%+ CSAT scores
- Improved user support experience by revamping over 100 customer-facing documentation assets within the Documentation Guild.
- Developed APAC workforce through a 6-month talent acquisition initiative, supporting regional growth objectives.

ESW Capital, Remote

Customer Support Manager

April 2018 – August 2018

- Boosted team efficiency and accountability by leading 15–20 L1/L2 Support Engineers across scheduling, performance tracking, onboarding, and productivity enhancement.
- Accelerated transition of an eCommerce platform into ESW Capital's support ecosystem by seamlessly migrating services from the target organization.
- Optimized support operations using Zendesk for customer engagement and Jira for streamlined bug escalation.
- Elevated customer satisfaction and response accuracy through the deployment of ticket quality metrics.

Boosted incident response efficiency and service continuity by managing L1 and L2 support functions. Oversaw daily technical support activities, ensuring operational consistency and timely issue resolution. Steered operations management, talent acquisition and separation, training oversight, performance evaluations, cross-functional alignment, and employee engagement strategies for a 50-member team including L1/L2 support engineers, two team leads, and a manager.

- Fixed problems by maintaining cross-functional synergy between support engineers and engineering teams, leading to root cause identification and comprehensive fix implementation.
- Reduced onboarding and training time by 50% by streamlining workflows, elevating quality standards, and optimizing resource allocation.
- Elevated team performance via alignment of objectives, evaluation practices, and recognition initiatives.

Deloitte, Hyderabad
Manager

August 2005 – September 2016

Led full-cycle workforce operations from recruitment to exit, ensuring seamless employee transitions and compliance with HR protocols. Enhanced individual and team performance; assessed contributions and delivered constructive evaluations. Supervised a 120-member team structure including frontline analysts, seven team leads, and two assistant managers. Directed help desk operations encompassing workforce oversight, performance evaluations, staffing transitions, budget administration, and interdepartmental coordination.

- Advanced from entry-level Support Analyst in 2005 to Manager through consistent delivery of technical support across Windows-based and internal Deloitte applications.
- Increased employee engagement scores at 83%+ by spearheading initiatives that enhanced team morale, communication, and performance alignment.
- Decreased transport no-show rate from 27% to 9% within three months by optimizing appointment reminders and streamlining follow-up strategies.
- Lowered repeat call rate for password resets from 27% to 12% through proactive issue resolution, improved customer guidance, streamlined password reset processes.
- Raised leadership capabilities across the support division by coordinating impactful offsite development programs.
- Reduced AHT from 17 to 13 minutes by enhancing workflow efficiency and refining support protocols.

Education

Bachelor of Computer Applications
Osmania University, Hyderabad, India

Languages

English, Proficient
Urdu & Hindi, Native