# Mohammed Riyazuddin

**Support Engineer**

contact@riyaz.blog • + 91 863-922-7538
LinkedIn • Hyderabad, India

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

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

## Technical Stack

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

## Key Achievements

- Consistently resolved 500+ tickets/month while maintaining 90%+ CSAT scores.
- Improved user support experience by creating and updating over 100 customer-facing documentation assets within the Documentation Guild.
- Delivered multiple trainings to the team, resulting in improvement in resolution time.

## Professional Experience

**Automattic, Remote**                                                  **June 2019 – April 2025**
**Happiness Engineer**

Resolved customer inquiries via email (Zendesk) and live chat supporting WordPress.com and WooCommerce platforms, enhancing user satisfaction and product usability. Troubleshot 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.
- Delivered multiple trainings to the team, resulting in improvement in resolution time.

**ESW Capital, Remote**

**Customer Support Manager**                                            **April 2018 – August 2018**

Transitioned a support process from a newly acquired company to ESW Support model.

**Teradata India Pvt. Ltd, Hyderabad**                                 **September 2016 – March 2018**

**Technical Support Associate VI**

Lead a small group of support agents.

**Deloitte, Hyderabad**                                         **August 2005 – September 2016**
**Various Roles**

Started as a support agent on the front lines (Call Center) supporting providing IT support. Went to lead a team later.

## Education

**Bachelor of Computer Applications**
Osmania University, Hyderabad, India

## Languages

English, Proficient
Urdu & Hindi, Native