

ROBERT MUSILI

WordPress Developer & Technical Support Specialist

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Summary

Results-driven **Technical Support Specialist & WordPress Developer** with **8+ years** of experience in troubleshooting, website optimization, and customer support. Expertise in **WordPress, PHP, JavaScript, CSS**, and **website performance optimization**. Proven ability to resolve technical issues efficiently, enhance user experience, and support diverse clients in remote and on-site roles. Adept at collaborating with cross-functional teams, maintaining website security, and ensuring seamless website functionality. Seeking a **technical support** or **WordPress development** role where I can leverage my problem-solving skills and industry experience.

Experience

Professional Experience

Lead WordPress Developer

Miradi (KE) Ltd. | Nairobi, Kenya | September 2022 – Present

- Developed customized website solutions for clients in diverse industries, including e-commerce, hospitality, engineering, and sports.
- Provided technical support and maintenance, resolving 90% of client issues within the first response.
- Achieved an average 40% improvement in website loading speeds through advanced optimization techniques.
- Implemented SEO strategies that increased website traffic by an average of 40% per client.
- Troubleshoot and resolved issues related to website functionality, plugins, themes, and hosting environments.
- Implemented website security protocols, performance optimization, and SEO improvements.

WordPress Support Engineer

WP Buffs | Remote | August 2021 – September 2022

- Provided top-tier technical support to clients using WordPress, troubleshooting plugin conflicts, theme issues, and performance bottlenecks.
- Resolved 95% of customer tickets on first contact, significantly reducing website downtime.
- Assisted in website migrations, backups, and security implementations to enhance client website stability.
- Created detailed documentation and guides for common technical issues, improving efficiency for the support team.

Web Development Consultant

Independent Consultant | Nairobi, Kenya | October 2019 – July 2021

- Designed and developed custom websites and e-commerce platforms for various industries.
- Provided technical support and training to clients, ensuring seamless website management.
- Enhanced SEO rankings for client websites, leading to a 20-30% increase in organic traffic.

Technical Support Engineer

Influx Inc. | Remote | January 2018 – September 2019

- Maintained client websites and web applications, ensuring 99.9% uptime.
- Served as Client Manager and Team Lead for two major client projects, mentoring new team members.
- Improved response times by 30% through optimized troubleshooting workflows.

WordPress Developer

Agency Africa Ltd. | Nairobi, Kenya | March 2014 – September 2017

- Developed and launched 20+ fully customized WordPress websites for clients in hospitality, retail, and corporate sectors.
- Created custom WordPress themes and plugins, improving site functionality and user experience.
- Led a team in adopting mobile-first development and SEO optimization practices.

Skills

- **Web Development & Support:** WordPress, PHP, JavaScript, HTML, CSS, MySQL
- **Website Optimization:** SEO, Performance Tuning, Caching, Load-speed Optimization
- **Hosting & Security:** Website Maintenance, Hosting Management, Security Implementation
- **Tools & Platforms:** WooCommerce, cPanel, Cloudflare, Git, Jira, Trello
- **Soft Skills:** Customer Support, Troubleshooting, Remote Communication, Team Collaboration

Education

Diploma in Information Technology

Nairobites School of Digital Design | Nairobi, Kenya | July 2010 – December 2011

- Specialized in **Web Development, Graphic Design, Scripting, and Animation.**
- Additional training in **UI/UX design and responsive development.**

Additional Information

- **Exceptional English writing and communication skills**
 - Proven ability to **resolve complex technical issues** efficiently
 - Experienced in **remote and in-person technical support roles**
 - Passionate about **website security, performance optimization, and client satisfaction**
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References available upon request.