

Saddam Hossen

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[LinkedIn](#) | [GitHub](#) | [WordPress](#) | [Portfolio](#)

Professional Summary:

Experienced **WordPress Technical Support Engineer** and **Front-End Developer** with over **4+ years of expertise** in WordPress troubleshooting, plugin/theme customization, and performance optimization. Skilled in resolving technical issues, improving website functionality, and delivering exceptional customer support. Proficient in **PHP, JavaScript, CSS, HTML, ReactJS, and Shopify**, with a strong focus on creating responsive, user-friendly, and high-performing websites. Passionate about solving complex problems and helping businesses achieve their digital goals

Professional Experience:

WordPress Technical Support Engineer

Arraytics | 2023 - Present

- ✓ Provided technical support to WordPress users, resolving **plugin conflicts, theme customization issues**, and **site performance problems**.
- ✓ Assisted customers with troubleshooting **PHP, JavaScript, and CSS-related issues** on WordPress websites.
- ✓ Collaborated with the development team to provide detailed feedback on bugs and improvement suggestions.

Front-End Developer (ReactJS)

KIMP | Dec 2021 – July 2023

- ✓ Developed and maintained responsive websites, implementing user-friendly interfaces using HTML, CSS, JavaScript, and jQuery, ReactJS with a strong focus on performance and accessibility.
- ✓ Conducted thorough testing of React.js applications, utilizing tools such as Jest and React Testing Library to ensure high-quality code and a bug-free user experience.

Freelance WordPress Web Developer

NetGeeks | Dec 2021 – July 2024

- ✓ Designed and developed WordPress websites for clients, optimizing page layouts, integrating forms, and adding custom CSS as needed.
- ✓ Maintained websites by updating plugins, improving SEO, and troubleshooting performance issues.

Assistant Programmer

Golden Harvest Infotech | Jan 2021 – Dec 2021

- ✓ Participated in the design, development, and maintenance of web applications.
- ✓ Resolved bugs and optimized website functionality by collaborating with cross-functional teams.

Front-End Developer

Sara Lifestyle Ltd | Dec 2019 – Dec 2021

- ✓ Responsible for front-end development for various e-commerce platforms, focusing on timely delivery and optimal performance across all projects.

Education:

Postgraduate Diploma in Software Engineering (E-Learning)

LITHAN Academy Pte. Ltd, Singapore | 2023 – Present

- ✓ Comprehensive training in software development, project management, and quality assurance using contemporary tools and methodologies.

Bachelor of Science (Honors) in Computer Science & Engineering (CSE)

National University, 2013 | CGPA: 3.11

Certifications:

- ✓ **Project Management Professional (PMP) | TÜV SÜD South Asia Private Limited | 2021**
- ✓ **WordPress Developer Bootcamp | Udemy | 2022**
- ✓ **WordPress Development Training | rtCamp | 2023**
- ✓ **Complete Web Design: from Figma to Webflow - 2024 UI | Udemy | 2024**
- ✓ **The Complete Shopify Dropshipping Course | Udemy | 2024**
- ✓ **Shopify Advanced Course | Uday 3.0 | 2024**

Technical Skills:

- ✓ **WordPress:** Theme/plugin development, WooCommerce, performance optimization, troubleshooting.
- ✓ **Web Development:** PHP, MySQL, JavaScript, ReactJS, HTML5, CSS3, jQuery.
- ✓ **E-Commerce:** Shopify, Plusbase, dropshipping integrations.
- ✓ **Tools:** Elementor, WPBakery, Git, Jest, React Testing Library, cPanel, phpMyAdmin.

- ✓ **Performance Optimization:** Caching, CDN, DNS configurations, Core Web Vitals.
- ✓ **Design:** Web design, graphic design, video editing, Photoshop.

Languages:

- ✓ **Bengali:** Native
- ✓ **English:** Fluent
- ✓ **Hindi:** Intermediate
- ✓ **Arabic:** Basic

Key Achievements:

- Successfully resolved **100+ technical issues** for WordPress users, ensuring high customer satisfaction.
- Developed and customized **20+ WordPress websites** for clients, improving functionality and user experience.
- Optimized website performance, reducing load times by **40%** through caching and CDN implementations.
- Contributed to internal documentation and knowledge bases, enhancing self-help resources for customers.

Why I'm a Great Fit for BlogVault?

- **Deep WordPress Expertise:** Proven ability to troubleshoot and optimize WordPress websites, ensuring seamless functionality.
- **Customer-Centric Approach:** Skilled at providing empathetic, clear, and effective solutions to customer issues.
- **Technical Problem-Solving:** Strong debugging skills and technical proficiency to resolve complex issues efficiently.
- **Passion for Learning:** Eager to grow with BlogVault, contribute to its mission, and help build high-performance websites.

References:

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