

Moshtafizur Rahman Anty

Technical Support Associate

Support specialist with almost 3 years of experience in delivering great support and solving issues effectively. I helped users at a SaaS company through their forum and WordPress.org and I have experienced using tools like Zendesk, Zoho and ClickUp. I'm dedicated to providing excellent support and ensuring client satisfaction.



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in linkedin.com/in/moshtafizur

📄 profiles.wordpress.org/moshtafizur01/

🐙 github.com/Moshtafizur-Rahman-Anty

WORK EXPERIENCE

WordPress Support Agent WPFactory, USA

03/2022 - 10/2024

Wyoming, USA

WPFactory is a company specializing in premium WooCommerce plugins.

My tasks

- Provided active support and assistance on both our company's website forum and the official WordPress.org support forum as an official support representative of WPFactory.
- providing comprehensive support for over 60 plugins.
- Assisted clients with plugin setup and configuration and providing detailed guidance to help them achieve their desired outcomes.
- Collaborated with developers to assign tasks and prioritize feature implementation based on client requests.
- Escalated complex issues to senior developers when required, ensuring prompt resolution.
- Acted as a liaison between clients and the development team, providing regular updates and timely responses.

Content Writer WPFactory

12/2022 - 06/2023

My Tasks

- Researched and generated compelling content for blog articles, focusing on various topics related to our plugins and their features. Created in-depth articles.
- Developed content for our new website, specifically focusing on showcasing the features and functionality of our plugins, effectively communicating their value proposition to website visitors.
- Implemented SEO best practices, incorporating relevant keywords, meta tags, and optimized headings to improve search engine visibility and organic traffic.

Certifications

Relevant Certifications

Certifications Includes:

- Customer Relationship Management, Issued By: HP Corporation, Credential ID: B92b7fcb-31b5-4b97-8200-6ca816eae6a
- Customer Service Skills Certification, Issued By: Alison Course provider, Credential ID: 23956591

SKILLS

PHP

WordPress

WooCommerce

Communication

troubleshooting

Zendesk

PROFILE LINKS

I'm active in the WordPress community, contributing to plugin support. Check out my profiles for contributions and expertise:

- **WordPress.org Profile:**
<https://profiles.wordpress.org/moshtafizur01/>
- **WPFactory website profile:**
<https://wpfactory.com/support/users/mosh/>

REVIEWS

Client satisfaction is key. These testimonials showcase the impact of my assistance:

"Moshtafizur has been an essential part of our support team for the last couple of years. I'm incredibly grateful for his contributions to WPFactory. During this time with us, he was able to adapt to our processes, helping customers solve problems and improving response times. I have no doubt he will continue to excel in his new opportunities." Pablo Pacheco, CEO at WPFactory, email: pablo@wpfactory.com

"Contacted Moshtafizur for some help designing a bespoke template and he did a great job for me. Pleased to have made a new contact and looking forward to doing more work together in the future." - Lloyd Medley - satisfied client, Owner at Web Motion Edit, email: design@bigwd.com

"This plugin does exactly what we need it to do. Support from Moshtafizur has been fantastic – helpful, detailed and friendly. Awesome." - Elaine Paxso -Satisfied customer, entrepreneur at Big World Design Agency, email: design@bigwd.com

"Great availability and patience of the support person. Well informed about my problem; everything is OK now. I recommend this plugin and the team." - Gérald - satisfied client, Owner at Mail Object, email: design@bigwd.com

"Great support from WP Factory – I had great assistance and the problem was solved very fast! Definitely, recommended company to work with! - Walid - Owner at jawdeh.com, email: walid@jawdeh.com

LANGUAGES

English

Full Professional Proficiency

Bangla

Native or Bilingual Proficiency