

# Ajmal Muhsin

Bachelor of Computer Applications  
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🌐 Ajmal Muhsin

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## Professional Summary

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Technical Support Engineer with strong hands-on experience supporting WordPress websites and hosting environments in high-volume customer settings. Skilled in identifying root causes, restoring website functionality, and guiding customers through clear and effective solutions. Recognized for consistent resolution quality, professional customer handling, and effective collaboration with internal teams. Actively building expertise toward cloud-based platforms and automation-driven support practices.

## Professional Experience

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### Technical Support Engineer — WordPress & Hosting

Aug 2024 – Present

NFD Services / UnifyCX

- Provide end-to-end technical support for WordPress websites, addressing errors, access issues, and configuration-related disruptions.
- Administer hosting support using cPanel/WHM, WordPress, DNS, and MySQL.
- Perform diagnostics with Linux CLI and WP-CLI, ensuring optimized server performance.
- Provide end-to-end support for VPS, dedicated, and cloud hosting environments, ensuring uptime and security.
- Investigate reported website problems using structured troubleshooting steps to identify underlying causes and implement effective fixes.
- Assist customers with domain setup, DNS changes, nameserver updates, and email delivery configurations.
- Handle hosting-related tasks including SSL installation, PHP settings adjustments, file management, backup restoration, and website migrations.
- Support recovery of broken or impacted websites by restoring data from backups and validating site functionality post-restoration.
- Prioritize and manage multiple support requests efficiently while maintaining service quality and response standards.
- Maintain clear documentation of issues and resolutions to support continuity and internal knowledge sharing.
- Collaborate with internal teams when issues require additional analysis, ensuring smooth escalation.
- Adapted quickly to changing priorities, tools, and customer requirements to maintain effective support delivery.

## Core Skills

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**Technical Support & Troubleshooting:** WordPress issue resolution, website error handling, access recovery, configuration troubleshooting, structured diagnostics

**Hosting & Infrastructure:** Domain and DNS management, email configuration, SSL setup, backups, FTP/SFTP access, control panel operations

**Performance & Recovery:** Website restoration, plugin and theme troubleshooting, security checks, performance improvement guidance

**Technical Strengths:** cPanel/WHM, WordPress, VPS & Dedicated Server Management, Cloud Hosting (Bluehost Cloud)

## Projects

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**Doctor–Patient Appointment System** (PHP, MySQL) — Web-based booking application workflow

**Renzy Car Rental Application** (Python) — Application for managing vehicle availability and rental operations.

## Certifications

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Microsoft Azure DP-900 — Azure Data Fundamentals

Microsoft Azure SC-900 — Azure Security Fundamentals

IBM Node.js Certification

## Education

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**Bachelor of Computer Applications (B.C.A)** — Yenepoya College  
CGPA: 8.15

2021 – 2024