MUKESH KUMAR

Results-driven professional with 13+ years of experience in web development, WordPress customization, and customer support within hosting services. Skilled in building responsive, high-performance websites and efficiently resolving technical issues to enhance user experiences. Proficient in HTML, CSS, and adept at utilizing CRM systems, helpdesk software, and live chat platforms to provide exceptional customer support. Committed to leveraging technology to deliver innovative solutions and contribute to business growth.

Contact

Phone
+923322624250

Email
MUKESHOAD2012@GMAIL.COM

Address
Qaisamabad, Hyderabad, Sindh, Pakistan

Education

SOFTWARE ENGINEERING
VIRTUAL UNIVERSITY PAKISTAN
2022-Expected 2025

BACHELOR OF COMMERCE
UNIVERSITY OF SINDH
2019- 2022

Expertise

- Web Development
- Customer Support Tools
- Digital Marketing
- Technical Support
- Project Management

Certifications

- **Inbound HubSpot Technical** *(Issued Nov 2021)*
- **Support Fundamentals** *(Issued Apr 2021)*
- **Cybersecurity Foundations** *(Issued Nov 2024)*
- **Leadership in the Era of AI** *(Issued Oct 2024)*
- **IT Security: Dark arts SEO** *(Issued Mar 2021)*
- **Introduction to Big Data** *(Issued Jan 2021)*

Professional Experience

2011 – 2022

FREELANCER
Web Developer & Digital Marketer

- Successfully delivered custom WordPress development services to 800+ international clients through Fiverr, Upwork, and other freelancing platforms.
- Provided comprehensive hosting and technical support, achieving a 95% first-contact resolution rate for customer issues.
- Designed and executed effective digital marketing strategies, boosting client engagement by 40% through targeted campaigns.

2022 – PRESENT

Senior Web Developer
WebVantages

- Led a team of developers to successfully deliver 50+ custom websites for global clients, maintaining high standards of quality and performance.
- Specialized in WordPress development, implementing unique designs, custom functionality, and ensuring responsive, SEO-friendly websites.
- Developed and executed comprehensive SEO and digital marketing strategies, resulting in over 50% increase in client traffic and enhanced brand visibility.
- Streamlined project workflows, improving delivery timelines and client satisfaction through effective team management and resource allocation.
- Utilized analytics tools to measure campaign performance, providing data-driven insights to continuously optimize marketing efforts.

Tools & Platforms

- WordPress, HTML, CSS, JavaScript, PHP, MySQL, React
- cPanel, WHM, Plesk, DNS, Cloudflare, SFTP
- Zendesk, Freshdesk, Intercom, HubSpot, Help Scout
- Google Analytics, Ahrefs, SEMrush, Moz, Google Search Console
- Facebook Ads, Google Ads, Mailchimp, Canva, Hootsuite
- Asana, Trello, Jira, ClickUp, Hubstaff, Monday.com, Notion
- WooCommerce, Shopify, Magento