

Naveen Kharwar - Customer Support & Success

Lucknow, India
+919415633732
naveenkharwar21@protonmail.com
[@naveenkharwar](#)

With over 6 years of WordPress experience and 4+ years in technical support, I excel in resolving complex technical issues, enhancing user experiences, and driving product improvements through collaboration. Passionate about WordPress plugins, I combine technical expertise and a customer-first approach to deliver exceptional support and foster growth.

Skills & Proficiencies

- **Technical Skills:** Proficient in HTML, CSS (SCSS), JavaScript (jQuery & ReactJS), NodeJS, API Engineering, PHP, WP CLI, GitHub, WordPress & WooCommerce, Linux, Security, and Debugging.
- **Soft Skills:** Strong in Communication, Patience, Empathy, Problem-Solving, Adaptability, Attention to Detail, Teamwork, Time Management, and Customer Service.

Social Links

- <https://www.linkedin.com/in/naveenkharwar>
- <https://github.com/naveenkharwar>
- <https://profiles.wordpress.org/naveenkharwar>
- <https://x.com/heynaveeen>

Work Experience

Senior Technical Support Specialist

Brainstorm Force

November 2022 to Present

- Delivered technical support for Astra theme and Elementor Header & Footer Builder, ensuring swift resolution of user issues.
- Enhanced team efficiency by refining workflow processes and streamlining support operations.
- Acted as a bridge between users and the development team by identifying bugs, reporting them effectively, and monitoring resolutions.
- Contributed to product improvement through beta testing and actionable feedback to developers.
- Onboarded and mentored new team members, sharing in-depth expertise in WordPress, web development, and customer support to strengthen team skills and enhance overall performance.

Technical Support Specialist

Awesome Motive

February 2021 to September 2022

- Supported a massive user base of over 3 million for the All in One SEO plugin, resolving diverse technical challenges.
- Authored internal documentation to standardize and improve support team operations.
- Crafted custom code snippets to expedite troubleshooting and enhance support workflows.
- Performed rigorous quality assurance testing on new builds, ensuring product stability and user satisfaction.
- Mentored and onboarded new team members, sharing expertise in WordPress and SEO to boost team capabilities.

Contributor | WordPress

- Actively contributed to the development of WordPress Core, enhancing its functionality and user experience.
- Volunteered as a translator for WordPress-related content to make it accessible to a global audience.
- Developed and contributed custom WordPress themes and plugins, enriching the WordPress ecosystem.
- Reviewed and provided constructive feedback on WordPress themes to ensure quality and usability.
- Participated in local WordPress meetups and WordCamps, fostering community engagement and sharing knowledge.
- Provided assistance and support on free WordPress forums, helping users resolve issues and improve their websites.

Technical Support Engineer

Inactiv.com Media Solutions Pvt Ltd.

November, 2020 to February, 2021

- Provided exceptional customer support for BlogVault, MalCare, and MigrateGuru plugins.
- Diagnosed and cleaned infected WordPress sites, tackling malware and security vulnerabilities effectively.
- Developed clear and user-friendly documentation for plugin users.
- Automated malware identification processes by developing scripts for signature-based detection, optimizing team performance.

WordPress Developer - Intern

Lubus

January, 2020 to August, 2020

- Built and launched dynamic websites, including propelmarine.com and exotel.com, using WordPress.
- Delivered technical support, resolved bugs, and implemented solutions for internal projects.
- Assisted clients with real-time technical support via Skype, ensuring seamless communication.
- Integrated WooCommerce APIs to generate and display CSV reports within WordPress Dashboards, enhancing client usability.

Web Developer

Freelancing

- *January 2019 to December 2019*
- Designed and delivered high-quality websites for diverse clients, including <https://ubuntucinnamon.org> , <https://brilyant.com/> , <https://99pancakes.in/> and <https://ledereign.com/>
- Built strong client relationships by managing pitches, onboarding, and project delivery with a focus on satisfaction.
- Partnered with freelance agencies to offer holistic digital solutions spanning development, marketing, and design.