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Top Skills

Leading Development Teams
REST APIs
Leadership

Languages

Bengali (Native or Bilingual)
English (Professional Working)

Certifications

Mastering the WordPress REST API
WordPress Plugin Development
Enterprise WordPress Performance
Advanced WordPress Debugging
Best of Next '22

Honors-Awards

Outstanding Contributor 2023

Publications

VisionScribe: Transforming Images
into Detailed Narratives

Rashed Hossain

Lead, Tech Support at Ollyo | WordPress | Technical Support |
Customer Success | Leadership
Dhaka, Bangladesh

Summary

Passionate about delivering top-notch technical support and ensuring seamless user experiences, I bring a strong foundation in WordPress development and a proven track record of diagnosing and resolving complex technical issues efficiently. My work is driven by a commitment to excellence, continuous learning, and a deep understanding of customer needs.

Currently serving as the Tech Support Lead at Ollyo, I oversee a dynamic support team dedicated to ensuring product stability and user satisfaction. I take pride in leading with empathy and precision—implementing data-driven strategies, improving support processes, and building systems that scale with product growth.

With hands-on experience across diverse WordPress ecosystems, I specialize in plugin and theme debugging, performance optimization, and translating technical challenges into clear, actionable solutions for both users and internal teams.

In addition to product and platform expertise, I also bring strong knowledge of hosting environments, server configurations, and performance tuning. This includes working with cPanel, WHM, Apache, NGINX, PHP configurations, MySQL tuning, and DNS management, allowing me to solve deep server-side issues that impact WordPress functionality and user experience.

Key Skills:

1. WordPress Theme & Plugin Development
2. Troubleshooting & Debugging Complex Issues
3. Technical Support & Customer Success
4. Hosting & Server Management (cPanel, WHM, Apache, NGINX, DNS, PHP, MySQL)
5. Performance Optimization & Caching
6. Team Leadership & Workflow Automation

7. Knowledge Base & Documentation Management

8. Data-Driven Process Improvement

Tools & Tech:

PHP, MySQL, JavaScript, Git, SSH, cPanel/WHM, Cloudflare, LiteSpeed, NGINX, Jira, Help Scout, Intercom, Slack, Figma.

Experience

Ollyo

3 years 10 months

Lead, Tech Support

June 2023 - Present (2 years 1 month)

Dhaka, Bangladesh

- Manage and lead the technical support team, ensuring efficient issue resolution and maintaining high customer satisfaction.
- Diagnose and troubleshoot complex WordPress theme and plugin issues, resolving critical bugs and performance bottlenecks.
- Analyze user feedback and support trends to streamline support workflows.
- Train and mentor team members to enhance their technical skills and troubleshooting expertise, resulting in improved service delivery.

Senior Analyst, Tech Support

September 2021 - May 2023 (1 year 9 months)

Dhaka, Bangladesh

- Supervised support team activities, focusing on quickly and effectively resolving WordPress-related customer issues.
- Collaborated with developers and designers to introduce new features based on customer needs.
- Led the resolution of intricate bugs in plugins, maintaining high performance and security standards.
- Optimized customer support workflows, ensuring fast issue resolution and a seamless user experience.

iTech Softsolutions

Wordpress Developer

January 2021 - August 2021 (8 months)

Dhaka, Bangladesh

- Developed and optimized WordPress themes and plugins, enhancing site performance and security.

- Implemented bug fixes and enhancements, ensuring smooth functionality for end-users.

Tortoiz Themes

Wordpress Developer

September 2018 - December 2020 (2 years 4 months)

Ghāziābād Area, India

- Designed and developed WordPress themes and plugins; conducted security and speed optimizations.
- Performed in-depth troubleshooting and bug fixing to ensure seamless user experiences.

Education

Maharishi International University

Bachelor of Science - BS, Computer Science · (January 2016 - December 2019)

khulna Polytechnic Institute

Diploma Engineering, Computer Science and Technology · (October 2011 - December 2015)