

# Archana Solanki

WordPress Specialist | Technical Support Expert

## About

India

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+91-7769055890

## Web

archanasolanki.com  
WP.org/archanasolanki  
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Instagram/archanasolanki\_

## Skills

WordPress  
PHP, MySQL  
JavaScript & jQuery  
Ajax  
HTML & CSS

Firebug & Console  
Filezilla  
cPanel  
Adobe Premiere Pro  
Adobe Lightroom  
Zendesk  
HelpScout  
Trello  
Asana  
Slack

Troubleshooting  
Problem Solving

Self Motivated  
Goal Oriented  
Organized  
Detail Oriented  
Approachable

## Interests

Trekking  
Photography  
Travelling

## Profile Summary

- **Experienced WordPress Engineer:** Over 8 years of experience in WordPress development and technical support.
- **Customer Support Specialist:** Skilled in resolving technical issues, managing customer interactions, and creating clear solutions.
- **Content Creator:** Passionate about documenting travel experiences and creating engaging content.
- **Remote Work Expert:** Proven ability to work effectively in remote environments with strong communication and problem-solving skills.
- **Advocate for Women in Tech:** Committed to supporting women in technology and promoting female entrepreneurs.
- **Multilingual:** Fluent in English and Hindi, with additional proficiency in Gujarati.

## Experience

- 2.8 Years **Awesome Motive Inc, USA, Remote Work** Technical Support Specialist
- Assisted customers through Zendesk, resolving issues and providing code solutions.
  - Supported social media platforms and created email newsletters.
  - Improved support processes based on common customer feedback.
  - Translated WordPress plugins to expand global accessibility.
- 2.11 Years **BuddyBoss LLC, USA, Remote Work** WordPress Technical Support Specialist
- Communicated directly with clients to resolve technical issues via email.
  - Used tools like Firebug and Chrome Inspector for troubleshooting.
  - Documented bug reports and provided WordPress customization support.
  - Created tutorial content and supported all BuddyBoss products.
- 7 Months **Freelance WordPress Engineer** WordPress Engineer
- Troubleshot and debugged WordPress sites using various tools.
  - Created tutorial videos and documents for user guidance.
  - Supported BuddyPress and WooCommerce themes and plugins.

- 6 months **Indi Design Pvt. Ltd, Pune** Technical Head
- *Developed and maintained business and e-commerce websites.*
  - *Customized WordPress themes and plugins.*
- 4 months **rtCamp Solutions Pvt. Ltd, Pune** WordPress Developer
- *Maintained and supported the rtMedia plugin and add-ons.*
  - *Created technical documentation and user guides.*
  - *Provided technical support on WordPress.org*
- 5 months **Onbac, Freelance Work** Freelance WordPress Developer
- *Developed various websites, including e-commerce and portfolio sites.*
  - *Customized WordPress themes and plugins.*
- 1.4 years **Templatic, Surat** Jr. PHP Developer & Technical Support Executive
- *Created and maintained WordPress themes and plugins.*
  - *Provided customer support and minor theme customizations.*

## Education

- July 2015 **Master of Technology** Symbiosis International University  
 Majoring in Computer Science  
 Specialization in AI & Machine Learning
- July 2010 **Bachelor of Engineering** Gujarat University  
 Majoring in Information Technology

## Publication

- Aug 2015 **Published in International Journal of Computer Applications** IJCA  
 Predictive Analysis of Water Quality Parameters using Deep Learning