

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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Skills

WordPress
PHP, MySQL
JavaScript & jQuery
Ajax
HTML & CSS
Command Line
Git
Deep Learning
AI/ML
Generative AI
WP-CLI
Vagrant
Docker

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.
 - Transferred websites from platforms like Wix, Medium, Blogger, and Weebly to WordPress, making sure the content, design, and SEO worked well after the move.
 - Handled database transfers and set up URL redirects to make sure the websites kept their SEO rankings after moving to WordPress.
 - 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
- Troubleshoot 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
- **Objective:** Develop a predictive model to assess water quality.
 - **Methodology:** Utilized deep learning algorithms to analyze data.
 - **Data Parameters:** Included various water quality indicators like pH, temperature, dissolved oxygen, etc.
 - **Tools Used:** Employed programming languages and tools such as Python, WEKA.
 - **Outcome:** Successfully created a model with high accuracy in predicting water quality, which can be used for real-time monitoring and decision-making.