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
React JS
Ajax
OOP
Gutenberg
HTML & CSS
Command Line
Git
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 Summery

- **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

- *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

- **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.