



ZEBA AFIA SHAMA

Technical Support Engineer | WordPress, SaaS & Shopify App Support

Customer-first problem solver with strong WordPress troubleshooting, bug investigation, documentation and QA experience.

PHONE

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EMAIL / LOCATION

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WEB

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PROFILES

WordPress.org · GitHub ·
LinkedIn

PROFILE

WordPress Technical Support Engineer with 3+ years of experience supporting WordPress plugins, SaaS products and Shopify apps. Handles 3,000+ tickets per year with a focus on clear communication, technical diagnosis, onboarding, documentation, QA feedback, bug reporting and customer education.

EXPERIENCE

TECHNICAL SUPPORT ENGINEER | Dec 2022 - Present

WPDeveloper, Dhaka, Bangladesh

- Support WordPress users through Help Scout tickets, WordPress.org forum replies, product guidance, live chat follow-ups and customer onboarding.
- Handle 3,000+ support tickets per year across WordPress plugins, SaaS workflows and Shopify app products, keeping replies clear, warm and solution-oriented.
- Troubleshoot plugin conflicts, Elementor/Gutenberg issues, setup problems, hosting-related blockers, license/configuration issues and recurring customer reports.
- Investigate technical bugs and feature requests by collecting reproduction steps, screenshots, environment details, use cases and expected behavior for product/development teams.
- Support customers with documentation, product education, QA feedback and 1:1 customer meetings to improve activation and reduce repeated questions.
- Collaborate with product, engineering and support teammates through Slack, ClickUp, Trello and Fluent Boards.

EXECUTIVE WEB DEVELOPER | Mar 2022 - Sep 2022

GroupDot

- Designed, developed and customized WordPress websites using Elementor, WooCommerce, HTML, CSS and theme/plugin adjustments.
- Resolved layout, performance, plugin and configuration issues while communicating practical fixes to clients.

SELECTED SUPPORT WORK

- Converted unclear customer reports into reproducible bug notes for engineering review.
- Explained technical fixes in simple language for non-technical users and merchants.
- Turned repeated support questions into clearer documentation and reply patterns.

SUPPORT STRENGTHS

- Technical customer support
- WordPress troubleshooting
- Bug investigation & escalation
- Feature request analysis
- Customer onboarding
- Documentation feedback
- Release QA support
- Remote async collaboration

TOOLS

Help Scout • Crisp • Slack • ClickUp • Trello
• Fluent Boards • WordPress.org Forums •
Browser DevTools • AI-assisted debugging

IMPACT SNAPSHOT

- 3,000+ tickets/year
- 300+ WP + Shopify reviews
- 120+ WordPress.org reviews
- 180+ Shopify reviews
- 3 WordPress releases contributed
- 5+ WordCamp/community activities

WORK STYLE

- Diagnose before guessing
- Clear, kind written communication
- Own follow-ups until resolved
- Comfortable in remote async teams

PRODUCT SUPPORT PORTFOLIO

WPDeveloper products supported include: Essential Addons for Elementor, BetterDocs, BetterLinks, EmbedPress, Essential Blocks, NotificationX, SchedulePress / WP Scheduled Posts, Templately, easy.jobs, Better Payment, Disable Comments and related product workflows.

Storeware Shopify app support includes: StoreSEO, BetterDocs for Shopify, EasyFlow, Trust.Sync, StoreFAQ and Vidify.

TECHNICAL SCOPE

- WordPress: plugin/theme conflicts, Elementor widgets, Gutenberg blocks, shortcode/embed issues, WooCommerce-related site problems and user workflow questions.
- Hosting & web concepts: DNS, SSL, cPanel, FTP/SFTP, SMTP, cache, staging/live site differences and browser/server-side troubleshooting.
- Shopify apps: app setup, SEO guidance, FAQ/review tools, product options, store workflow questions, merchant onboarding and customer education.
- SaaS support: account setup, plan/license questions, product onboarding, recurring issue tracking, dashboard guidance and technical handoff notes.

ADDITIONAL EXPERIENCE

FREELANCE WEB DEVELOPER | Apr 2021 - Feb 2022

Upwork & Econ Sourcing · Remote

- Delivered custom WordPress builds and support for international clients, including business, eCommerce and startup websites.
- Worked on WooCommerce, performance, customization and client-facing website improvements.

DOCUMENTATION, QA & HANDOFF

- Knowledge base: identify missing docs, unclear steps and recurring topics from ticket patterns.
- QA support: test reported issues, verify fixes, check edge cases and confirm expected behavior before release handoff.
- Bug reports: provide steps to reproduce, browser/site context, screenshots, customer impact and suggested priority.

CUSTOMER COMMUNICATION

Known for calm, friendly, practical replies that reduce customer frustration and help users understand what happened, what to do next and when to expect follow-up.

WORDPRESS.ORG

- Technical Support Engineer at WPDeveloper; WordPress.org Support team focus.
- Core Contributor, Plugin Developer, Support Contributor, Test Contributor, Translation Contributor, Photo Contributor and WordCamp Volunteer.
- Contributed to WordPress releases 6.2, 6.3 and 6.5.

profiles.wordpress.org/zebaafiashama

EDUCATION

MSc in Computer Science | 2023

Jahangirnagar University · CGPA 3.60/4.00

BSc in Computer Science & Engineering | 2021

IUBAT · CGPA 3.65/4.00

CORE TECHNOLOGIES

WordPress · Elementor
Gutenberg · WooCommerce
HTML/CSS · Basic PHP
JavaScript · DNS/Hosting
FTP/SFTP · cPanel
Cloudflare · SSL/SMTP
DevTools · QA Testing

COMMUNITY

- WordCamp Volunteer 2025
- WordPress Women Meetup Dhaka co-organizer
- WordCamp Sylhet & Dhaka community participation
- Public support contribution and product education

LANGUAGES

- English - professional written support
- Bangla - native

USEFUL LINKS

[Portfolio](#)
[LinkedIn](#)
[GitHub](#)