

MD GOLAM ABIR

Web Hosting Support Engineer | cPanel, WHM & WordPress Specialist

📍 Dhaka, Bangladesh | ✉️ mdgolamabir@gmail.com | ☎️ +8801799335992

🌐 [linkedin.com/in/mdgolamabir](https://www.linkedin.com/in/mdgolamabir) | 🌐 golamabir.com



PROFESSIONAL SUMMARY

Results-driven Web Hosting Support Engineer with 3.4+ years of experience in managing hosting environments, resolving technical issues, and supporting WordPress-based websites. Skilled in cPanel/WHM administration, DNS configuration, and server troubleshooting. Proven ability to handle high-volume client queries while maintaining strong customer satisfaction and fast resolution times.

CORE SKILLS

Hosting & Server Management:

cPanel, WHM, DNS Management, Website Migration, Email Configuration

Web Technologies:

WordPress, WooCommerce, Elementor, HTML, Website Optimization

Systems & Tools:

WHMCS, Linux Command Line (Basic), Google Workspace, MS Excel

Support Skills:

Technical Troubleshooting, Ticketing Systems, Live Chat Support, Client Communication

PROFESSIONAL EXPERIENCE

Technical Support Specialist

Hosting Bangladesh | Nov 2022 – March 2026

- Delivered technical support via live chat, tickets, email, and calls, resolving 50+ client queries daily.
 - Diagnosed and resolved issues related to cPanel, WHM, DNS, email, and hosting performance.
 - Assisted clients with WordPress troubleshooting, plugin conflicts, and website errors.
 - Managed account configurations, backups, and migrations across hosting environments.
 - Reduced issue resolution time by efficiently identifying root causes and applying solutions.
 - Maintained high customer satisfaction through clear communication and timely updates.
-

Freelance WordPress Designer

Self-Employed | February 2019 – September 2022

- Customized WordPress themes and built websites based on client requirements.
 - Optimized website speed and performance, improving load times and user experience.
 - Provided basic SEO services to enhance visibility and search rankings.
 - Delivered projects on time while maintaining strong client relationships.
-

PROJECTS

- Developed a web-based DNS Lookup and WHOIS analysis tool combined with a browser extension to streamline web hosting troubleshooting and domain diagnostics.
Live Project: <https://ip-finder.golamabir.com/dns/>.
 - Performed website migrations between hosting providers with minimal downtime.
 - Built and managed multiple WordPress websites using Elementor and WooCommerce.
☞ Portfolio: <https://golamabir.com/projects/>
-

CERTIFICATIONS

- cPanel & WHM System Administrator II – cPanel University (2026) [Verify](#)
 - WHM Administration – cPanel University (2026) [Verify](#)
 - cPanel Professional Certification – cPanel University (2024) [Verify](#)
-

EDUCATION

BSc in Computer Science & Engineering (Evening) (*Ongoing*) | 2027
Canadian University of Bangladesh

Diploma in Computer Engineering
Barisal Technocrats Polytechnic Institute | 2023 | GPA: 3.43 / 4.0

HSC – Mohiuddin Ahmed Degree College | 2019 | GPA: 3.14 / 5.0
SSC – K.M Latif Institution | 2016 | GPA: 3.89 / 5.0

LANGUAGES

Bengali (Native)
English (Conversational)
Hindi & Urdu (Conversational)
