

Naveen Kharwar

Lucknow, India

naveenkharwar21@protonmail.com | +91 9415633732 | linkedin.com/in/naveenkharwar
github.com/naveenkharwar | profiles.wordpress.org/naveenkharwar | x.com/heynaveeen

Senior Technical Support Engineer

PROFESSIONAL SUMMARY

Senior Technical Support Engineer with over 4 years of customer-facing technical support experience and 6+ years of hands-on WordPress experience. I support users across complex technical issues, product escalations, and support operations while working closely with engineering and product teams to improve customer experience. My background includes high-volume support, documentation, workflow improvement, team training, and regular contribution to product fixes and open-source WordPress work.

CORE COMPETENCIES

Technical support, escalation handling, customer success, WordPress troubleshooting, WooCommerce support, bug reproduction, root cause analysis, product feedback, QA support, technical documentation, team training, support operations, remote collaboration, open-source contribution

PROFESSIONAL EXPERIENCE

Senior Technical Support Specialist | Brainstorm Force

November 2022 - Present

- Support Astra, Starter Templates, and Header Footer Builder across complex WordPress, PHP, hosting, frontend, and plugin-related issues for products used on more than 1 million websites.
- Handle 35+ new support cases per day across email, live chat, forums, and Slack, supporting everyone from beginners and business owners to agencies and developers.
- Investigate escalated issues, reproduce bugs, identify root causes, validate fixes, and follow issues through release in collaboration with product and engineering teams.
- Maintain CSAT scores consistently above 80% while keeping an average ticket handling time of under one hour for a large share of support cases.
- Contribute regular product fixes and improvements based on issues reported by users, including code changes, validation, and release support.
- Train and mentor more than 5 support engineers on troubleshooting methods, escalation handling, product understanding, and customer communication.
- Wrote 20+ internal guides, troubleshooting references, and reusable support resources to improve consistency and reduce repeat investigation effort.
- Improved support workflows for recurring issues, escalation quality, and team coordination in a fully remote environment.
- Built internal tools and support resources, including a Chrome extension for ticket logging, blocker tracking, and coaching visibility, along with improvements to documentation flows and chatbot source quality.

Technical Support Specialist | Awesome Motive

February 2021 - September 2022

- Supported the All in One SEO user base across plugin conflicts, indexing issues, migrations, configuration problems, and general WordPress troubleshooting.
- Assisted a wide range of users, from non-technical site owners to developers and agencies, through clear written support and structured troubleshooting.
- Helped isolate product issues, document behavior clearly, and provide actionable feedback for internal teams.
- Created internal documentation and reusable troubleshooting material that improved support consistency and speed.
- Tested new builds before release, surfaced regressions through QA and support feedback, and helped onboard teammates on product behavior and support workflows.

Technical Support Engineer | Inactiv.com Media Solutions Pvt Ltd.

November 2020 - February 2021

- Supported BlogVault, MalCare, and MigrateGuru users across backup, migration, security, malware, and WordPress recovery issues.
- Resolved infected-site and vulnerability-related cases with a focus on clear communication and practical recovery steps.
- Wrote user-facing documentation and created scripts to speed up malware identification and troubleshooting.
- Worked directly with customers on urgent technical problems requiring both technical depth and calm issue handling.

WordPress Developer Intern | Lubus

January 2020 - August 2020

- Built and maintained WordPress websites for client and internal projects, including propelmarine.com and exotel.com.
- Resolved bugs, supported project requirements, and assisted with live client needs.
- Integrated WooCommerce APIs to generate CSV reports within WordPress dashboards.
- Built practical experience across development, debugging, and client-facing delivery.

Web Developer | Freelance

January 2019 - December 2019

- Designed and delivered websites for clients including ubuntucinnamon.org, brilyant.com, 99pancakes.in, and ledereign.com.
- Managed projects end to end, including client communication, development, revisions, and delivery.
- Worked independently with international clients and agencies without close supervision.
- Collaborated across development, design, and marketing requirements depending on project needs.

OPEN SOURCE AND COMMUNITY CONTRIBUTIONS

- Active contributor in the WordPress ecosystem with WordPress.org badges including Core Contributor, Theme Developer, Translation Contributor, Meetup Organizer, and WordCamp Speaker.
- Supported users through WordPress forums and contributed to WordPress-related open-source work through code, support, and community involvement.
- Contributed to product improvements and issue resolution in WordPress-focused tools used at scale.

SELECTED PROJECTS

- [PressViz](#): Open-source WordPress plugin for creating responsive charts and tables directly inside the block editor, with CSV import, manual data entry, accessibility support, and SEO-friendly dataset output.
- [ValetUI](#): Open-source utility designed to improve local development workflows.
- [Lorem Blaster](#): Open-source WordPress tool built to quickly populate custom post types, including WooCommerce content, using multiple text and image sources for testing and demo setup.

TECHNICAL SKILLS

WordPress, WooCommerce, PHP, JavaScript, HTML, CSS, SCSS, React, jQuery, Node.js, WP-CLI, GitHub, Linux, debugging, QA, technical documentation, support tooling