ROKHSANA KHUSHI

TECHNICAL ENGINEE,R
WEB HOSTING INDUSTRY.

PERSONAL PROFILE

Currently a Happiness Engineer at Automattic with 2+ years of prior experience at Hostinger, supporting 13000+ clients via chat and tickets. Expert in WordPress, Hosting, DNS, SSH, WP-CLI, and security tools. Recognized for proactive communication and going the extra mile to help customers.

CONTACT DETAILS

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SKILLS AND EXPERTISE

- Proactive Customer Communication
- Migration, WP-CLI, SSH & DNS Expert
- Hosting, WordPress Bug Fixing
- WordPress Website Optimization
- HTML, CSS & Bootstrap
- cPanel, phpMyAdmin & Email Troubleshooting

EDUCATIONAL HISTORY

- Bachelor in Computer Scinece
  - Major in Software Engineering
- Higher Secondary in Science

WORK EXPERIENCE

Automattic Inc.
Happiness Engineer | 2024 - Present

- Deliver personalized support to WordPress.com customers through live chat and tickets.
- Work with teammates to fix more complex problems and escalate bugs.
- Contribute to internal documentation and support resources.
- Continuously learn and grow through training, product updates, and new support tools.

Hostinger International
IT Customer Success Specialist | 2021 - 2023

- Provided end-to-end technical support for WordPress and other CMS platforms.
- Led the shift and helped the junior specialists with their queries.
- Help customers manage their WordPress.com sites, domains, and emails.
- Managed 40–60 customer inquiries daily through live chat and ticketing systems.

Fiverr International Ltd
WordPress Designer | 2017 - 2021

- Created pixel-perfect and optimized websites for local and global clients.
- Developed both basic and e-commerce websites.
- Fixed bugs and issues related to WordPress sites.
- Offered 30 days of free support after project completion.