Abdul Rehman

Customer Support Representative & Web Hosting Specialist

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PROFESSIONAL SUMMARY

Results-driven Customer Support and Web Hosting Specialist with 2+ years of remote experience supporting global clients across SaaS platforms, web hosting environments, and technical helpdesks. Proven expertise in cPanel/WHM administration, DNS configuration, WordPress troubleshooting, and multi-channel support (live chat, email, ticketing). Adept at diagnosing complex technical issues and delivering clear, customer-focused solutions. Actively seeking customer support or technical support roles in Europe — fully open to relocation.

CORE COMPETENCIES

- Customer Support (Live Chat / Email / Tickets)
- cPanel & WHM Administration
- DNS Management (A, MX, TXT, CNAME)
- WordPress Installation & Troubleshooting
- Web Hosting (Shared & Reseller)
- Domain Registration & Configuration
- Email Setup & Configuration
- FTP / File Manager / Hosting Tools
- Technical Troubleshooting & Escalation
- CRM / Helpdesk Systems (Ticket-based)
- Basic PHP & MySQL Troubleshooting
- Content Platform & Creator Tools Support

PROFESSIONAL EXPERIENCE

Customer Support & Hosting Operations Specialist — 2025 – Present

CloudiHost — Remote

- Deliver Tier-1 and Tier-2 technical support for hosting, domain, and email services to global clients
- Configure and troubleshoot DNS records (A, MX, TXT, CNAME) and domain connections across registrars
- Diagnose and resolve WordPress issues including plugin conflicts, theme errors, and database problems
- Manage cPanel/WHM accounts, assist clients with migrations between hosting providers
- Handle 50+ daily support tickets and live chat inquiries maintaining high customer satisfaction

Customer Support Specialist — 2024 – 2025

Hoyist — Remote

- Provided multi-channel support (email, tickets) for SaaS platform users across multiple regions
- Troubleshot platform-specific technical issues and coordinated escalations with development team
- Maintained internal knowledge base and solution documentation to reduce repeat issue resolution time
- Assisted with onboarding new users and delivering product walkthroughs

Customer Support Representative — 2023 – 2024

FiberPay — Remote

- Handled live chat and email support for a fintech platform, resolving account, login, and payment queries
- Maintained professional, empathetic communication with users during high-volume support periods
- Assisted customers through onboarding process and guided platform usage

Platform Support & Operations — 2022 – 2023

CreatorLinks — Remote

- Supported creators and platform users with account setup, tools configuration, and troubleshooting
- Managed smooth user onboarding and maintained positive community experience

YouTube Channel Manager — Current (Part-time)

VirPay.net — Remote

- Manage and optimize the official YouTube channel — content upload, SEO, community engagement

EDUCATION

Bachelor of Science in Computer Science (BSCS) — Expected 2029

NCBA&E University, Pakistan

High School Graduate — Science stream

LANGUAGES

English — Professional Working Proficiency (C1)

Chinese (Mandarin) — Basic Written Communication

Urdu — Native

ADDITIONAL INFORMATION

- Open to relocation anywhere in Europe — visa sponsorship welcome
- 2+ years fully remote experience working with international clients across Europe, Asia, and North America
- Strong self-management, fast learner, experienced with asynchronous global team environments
- Familiar with Agile support workflows, SLA management, and escalation protocols