Mohammed Riyazuddin

Technical Support Engineer | WordPress | Customer Support | ex - Automattic

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Summary

Accomplished **Support Engineer** with **close to 7 years of experience** in **Technical Troubleshooting**, **WordPress**, **WooCommerce**, **Zendesk**, **Knowledge Base Management**, **AI Automation**, **Log Analysis**, and **Customer Support**.

- Developed **AI-powered** ticket summarization and log analysis tools, created/updated **100+ support documents**, and automated Zendesk workflows, improving Happiness Engineer productivity by **2–3 minutes per ticket** while enhancing customer self-service.
- Built **Generative AI**-powered support solutions, custom **WordPress plugins**, and workflow automations using **Zapier**, enabling **100%** query tracking, reducing manual support effort, and improving customer experience.

Skills

Technical Support & Product Technologies

WordPress | WooCommerce | Technical Troubleshooting | REST APIs | WP-CLI | HTML | CSS | JavaScript | PHP | SQL | Generative AI

Customer Support & Operations

Customer Support | Zendesk | Ticket Management | Incident Management | Knowledge Base Management | GitHub | Technical Documentation | Workflow Automation | API Integrations | Cross-functional Collaboration

Work Experience

Technical Support Engineer

Dec 2025 - Present

Freelancer

- Developed a custom **WordPress** plugin using **Generative AI** for a Sierra Leone client, enabling a distance-based delivery fee system (free within **10km**, then **30 SLL/10km**) and avoiding premium plugin costs.
- Automated **user support** by building and training an **AI chat assistant** to handle FAQs and escalate inquiries, successfully managing chat volume and ensuring high client satisfaction without overwhelming resources.

Happiness Engineer (Support Engineer)

Jun 2019 - Apr 2025

Automattic

- Revitalized **knowledge bases** by updating and creating over **100 support documents**, enhancing customer self-service capabilities and resource effectiveness through improved **documentation**.
- Streamlined ticket analysis by developing a custom **AI tool** to summarize issues & past actions, saving **2-3 minutes per ticket** and improving operational efficiency for Happiness Engineers.
- Automated **log analysis** using a custom GPT to **troubleshoot** issues, accelerating **issue resolution** and enhancing customer satisfaction by reducing manual **fault isolation** time saving **1-2 minutes** per ticket.
- Revitalized outdated training documentation, enhancing clarity for **new hires** and **trial candidates**, leading to faster issue resolution by leveraging **internal and customer-facing documentation** best practices.
- Designed and implemented a standardized **Zendesk** macro to resolve inconsistent ticket documentation, improving clarity and reducing logging time for Happiness Engineers.
- Trained Happiness Engineers on **WordPress.com** & WP-CLI, boosting confidence and accelerating resolution times by **3 minutes** per ticket to resolve complex technical issues.
- Negotiated hotel rates for a **team meetup** in Vietnam, reducing costs to **$125/person/day** (**50% savings**) against a **$250/person/day** budget through strategic communication and collaboration.
- Automated **Zendesk** ticket field updates via macro creation, reducing manual effort and saving ~**1 minute** per ticket for Happiness Engineers.
- Automated Slack question capture into a **Google Sheets** using Zapier, preventing inquiries from being lost and ensuring **100%** of questions were tracked and answered for Highly Regulated Products.
- Streamlined website styling support by developing **CSS** snippets for Happiness Engineers, reducing issue resolution times and boosting customer satisfaction.
- **Filled 21** open positions in the APAC region by utilizing **job boards** and collaborating with external agencies, meeting critical staffing requirements.

IT Support
May 2018- Apr 2019

Freelancer

- Provided **on-site IT support** to small businesses, resolving **software and hardware** issues, including operating system and printer problems.
- Troubleshot **network, Office 365, email setup and data backup** issues.

Senior Manager, Support
Sep 2016- Apr 2018

Teradata

- Established clear career progression for L1 support engineers by collaborating with product/engineering on a skills roadmap, improving team morale and internal mobility opportunities.
- **Initiated** weekly touch points to address friction between L1 & L2 and support teams, improving collaboration and reducing interdepartmental issues by **15%** through enhanced **Incident Management** and **Issue Tracking**.
- Redesigned **new hire onboarding** curriculum, cutting training time by **50%** and eliminating redundant content.
- Enhanced **L1 team** efficiency by collaborating with cross-functional teams to grant essential tool access, reducing ticket escalations and improving **CSAT** scores.

Manager, Service Desk
Aug 2005- Sep 2016

Deloitte

- Reduced repeat call volume from **27%** to **12%** by collaborating with Systems to expand **SSO** implementation and update user resources, addressing a ticket surge from password lockouts.
- Addressed employee feedback by collaborating with leadership to implement targeted action items, sustaining an **83%** employee engagement score for **4 consecutive years** through **data interpretation** and **team collaboration**.
- Analyzed ticket data using **CRM tools** to identify workflow inefficiencies, providing targeted coaching to reduce **Average Handle Time** from 17 to 13 minutes without impacting support quality.

Education

Bachelor of Computer Applications
Jun 2000- May 2003

Osmania University, Hyderabad, India