

MAHMUDUL HOSSAIN

Customer Success Engineer

Macquarie Fields NSW 2564
0455 659 927 mahmudulhossain786@gmail.com

Career Objective

I am an experienced IT professional proficient in cloud technologies. Skilled in troubleshooting and providing support for diverse systems. I have a proven track record in ensuring seamless operations through efficient problem-solving. Check my website <https://mhossain.site> for full resume and projects.

Work Experience

CUSTOMER SUCCESS ENGINEER (TIER 3)

PANTHEON | 03/2021 - Present

- Debugging WordPress/Drupal site issues by traversing NGINX, PHP, and MySQL logs to find culprits.
- Provide technical guidance, best practices, and support to customers during their journey.
- Interacting with customers in chats/tickets via Intercom/Zendesk.
- Conducting training sessions, webinars, workshops and obtaining a 92%+ CSAT over the past two years.

WORDPRESS TECHNICAL SUPPORT ENGINEER (TIER 2)

BUDDYBOSS | 09/2022 - 03/2024

- Diagnosing, resolving technical issues, and responding to user inquiries via support tickets. (Freshdesk)
- Providing guidance and best practices to users on WordPress usage and optimization.
- Collaborating with development teams to escalate and resolve complex issues.
- Share and learn new knowledge with other team members on an internal Slack channel.

Skills

- Microsoft Azure (Functions, VM, Storage, OpenAI, load balancing)
- Azure Monitor, Resource Management, IaaS/PaaS/SaaS
- CI/CD with GitHub Actions & Jenkins, Docker, Git, Linux Bash
- WordPress, Drupal, PHP, MySQL, NGINX
- Web hosting, DNS management, SendGrid, Auth0, New Relic
- Intercom, Zendesk, Freshdesk, PagerDuty, Microsoft 365, Jira, Confluence, Slack
- Strong problem-solving & communication
- Fast learner, reliable, organized, detail-oriented

Achievements

- Microsoft Certified: Azure AI Fundamentals certification (AI-900) (2025)
- Microsoft Certified: Azure Fundamentals certification (AZ-900) (2024)
- Certified WebOps Engineer (Sponsored by Pantheon, 2024)
- Top Tier 2 Agent (BuddyBoss, 2023)
- Best Customer Success Engineer (Pantheon, 2022)

Education

Master of Information Technology (Information Systems)

Charles Darwin University

2024 - Present

Bachelor of Computer Science Engineering

American International University - Bangladesh

2017 - 2021