
MANSOUR MOHAMMED MASTAN

India. • +91 9094700125 • Mail@Mansour.in

[in](https://www.linkedin.com/in/Mansour-in) [Linkedin.com/in/Mansour-in](https://www.linkedin.com/in/Mansour-in) [Mansour.in](https://www.mansour.in)

Sr. Web Developer | WordPress Expert | WooCommerce Specialist | SEO & SEM Strategist | Technical Specialist

Summary

With over a decade of experience in Web Development, specializing in WordPress and WooCommerce, I bring a wealth of expertise to the table. My skills also extend to SEO/SEM strategies, where I have a proven track record of success. Throughout my career, I have consistently demonstrated a commitment to excellence in coding, quality assurance, and a customer-centric approach. This dedication has enabled me to deliver exceptional online experiences consistently.

My professional journey includes significant roles at Awesome Motive, Inc., ConnectALL, LLC, and Godaddy Inc. In these positions, I have honed my skills as a Web Developer, Designer, and Technical Specialist, with a focus on cloud infrastructure management and WordPress architecture. I am adept at managing websites, particularly in creative and innovative environments, and possess a strong capability for analyzing user behavior to optimize website engagement.

Project management and being a self-contributor are key strengths of mine. I have a history of successfully leading cross-functional teams, meeting project deadlines, and achieving business goals. My ability to collaborate effectively and communicate with diverse teams underscores my commitment to teamwork and aligns well with my enthusiasm for art and cultural institutions.

My technical skills are complemented by strategic thinking, making me an ideal candidate for roles that blend digital and interactive experiences within cultural contexts. Fluent in English and attentive to detail, I excel in dynamic and fast-paced environments.

If you're in search of a dynamic professional poised to bring profound expertise to your team, I would be delighted to explore how my skills and experiences align with the goals and objectives of your organization.

Work Experience

2021 - 2023

Technical Support Specialist

Awesome Motive, Inc

- Responding to customers who report issues with their website and handling/debugging issues (in a timely manner!)
- Fielding and recording feature requests.
- Testing bug reports locally, and when confirmed passing them to the development team with detailed instructions.
- Pre-release quality assurance testing for updates and new releases.
- Updating and creating tutorials and documentation.
- Writing code snippets to solve one-off problems.
- Helping customers manage/update content or help determine where changes need to be made at.
- Provide knowledgeable recommendations for solutions to handle customer feature requests.
- Regular management of site updates from third-party plugins/themes and WordPress Core.
- Delegate and prioritize support tickets while working satisfactorily to resolve them as quickly as manageable.

2019 - 2021

Senior WordPress Developer

ConnectALL, LLC

- Coding and Modifying exiting/custom plugin/theme to full-filling the requirements.
- Working closely with top level management and fulfilling their requirements.
- Building successful landing pages for webinars, events.
- Maximising the lead by optimising website flow and algorithm.

- Taking responsibility for achieving goals and targeted revenue.
- Ensures all items are properly reviewed by internal compliance and adheres to brand philosophy and style guidelines
- Ensuring hardware and software work properly without errors.
- Develops new website features and seeks out existing solutions to meet client needs
- Increasing the security for blocking ransomware and malware threats.
- Exhibits follow-up skills in order to ensure projects are completed accurately, timely and within budget constraints
- Maintaining a thorough understanding of how user flow that are constructed and generating leads
- Implements designed layout with attention to details such as style and size of type, photographs, graphics, animation, etc. for the web and various other media

2018 - 2019

Managed Services Wordpress Expert (WPPS - Remote)

Godaddy Inc.

- Working with SERVICE NOW (SNOW) Ticket assignment flow.
- User interface troubleshooting (HTML, CSS, JavaScript)
- WordPress theme and plugin audits (Troubleshooting plugin and theme conflicts)
- Completing Plugin and theme installation as per requirement.
- Working on Database Management (MySQL)
- Excel Customer service via email
- Fixing Core Wordpress Architecture based upon the requirement.
- Fixing Bugs based upon the requirement
- Customizing the WordPress based upon the Ticket description.
- Keeping the steady state of 10 Star Rating in all Ticket reviews.
- Obeying strict rules of WWPS and Maximizing the Productive on it.
- Responsible for developing a higher level of WordPress support training
- Responsible for being a central escalation point for multiple types of issues, helping the support team teach the customers to make use of the appropriate tools and plugins for their specific situations, as well as helping them diagnose to fix plugins, themes and other miscellaneous issues.
- Responsible for reviewing WP technical content (blog post, website page, PR release, etc)
- Working closely with the Help channel, Escalation team, and OCEO Tickets
- Weekly Team meeting sharing the thought process and performance improvement.

2017 - 2018

Technical Lead Engineer

CALIBRAINT TECHNOLOGIES

- Evaluate and implement new programming languages and technologies. Provide life-cycle management for software and code
- Assist and collaborate with other staff on technical matters. Conduct security reviews of applications written by other developers
- Implement and maintain content management systems (primarily WordPress, some Drupal), including installation, configuration, troubleshooting, and creation of custom SLS plugins and content types. Develop and deploy upgrade/migration plans for content management systems
- Develop and deploy web applications and client-side web interface components that interact with relational database management systems that integrate with Stanford's web, authentication, and authorization infrastructure
- Architect, implement and manage web-based applications, databases, and interfaces from initial architecture through development, test, and deployment
- Other duties may also be assigned
- Design, coordinate and troubleshoot integrations, components, and infrastructures to run an enterprise-class website
- Ethereum - Creating of Smart Contracts and Token Generations for ICO
- Developing Core Wordpress Architecture based upon the requirement
- Designing and implementing new features and functionality
- Establishing and guiding the website's architecture
- Working Deep on Woocommerce from initial stage to the final stage
- Ensuring high-performance and availability, and managing all technical aspects of the CMS
- Helping formulate an effective, responsive design and turning it into a working theme and plugin.
- Handling and Managing Client Call and Updating the Status of daily report
- Working close with Sale's team in terms of marketing algorithms with SEO and Re-marketing Tags

- Agile Methodology: Successful completing individual stories in the team and reaching the target before end of each sprint duration to reach maximum client satisfaction.

2014 - 2017

Senior Web Developer & SEO - SEM Specialist

CORE WAMP TECHNOLOGIES

- Energetic marketing graduate passionate about Internet marketing as well as technical SEO. Skilled in project management with strong foundations in data visualization and research.
- Introduced, negotiated, and implemented partnership with display, social, and content agencies; manage digital channels and provide performance update on a quarterly basis
- Seeking to leverage skills in data analysis and result tracking as an SEO Analyst at Google.
- Improved organic search rankings from page 3 to Top 5 for 10+ high-competition keywords for a leading ecommerce brand and increased their organic traffic by 21%. Seeking to leverage exemplary project management skills, data analysis skills, and broad technical SEO knowledge as an SEO Strategist at Google.
- Prepare website proposals to present to clients.
- Provide technical support to clients.
- Act as the company expert in creating PPC and Google AdWords campaigns to be integrated with new website builds.
- Customize themes to meet clients' requirements.
- Manage a user guide to help clients understand site features and management of a website to increase visitor satisfaction.
- Work on a new mobile development project to expand the company into mobile website development services.
- Implemented code daily using Apache Velocity as well as Nginx engine, JavaScript/JQuery, HTML5, CSS3, using content management systems such as Wordpress.
- Working with SEO and SEM for boosting project indexing and ranking
- Focusing on maximum renewals and other supports to maintain revenue growth.
- Creating user engagements and other fun activities to support the reach.
- Manage the timely handling, follow-up and nurturing of Marketing-generated responses from customers/prospects for the Watson Analytics
- Provide the highest level of customer support and service

2010 - 2014

Wordpress Developer and Technical Support (Remote)

ANS Vir Tech

- Build client websites with WordPress.
- Modify the existing code as needed.
- Troubleshoot themes and plugins.
- User interface troubleshooting (HTML, CSS, JavaScript)
- WordPress theme and plugin audits (Troubleshooting plugin and theme conflicts)
- Completing Plugin and theme installation as per requirement.
- Working on Database Management (MySQL)

2008 - 2009

Honors Diploma In Computer Application (HDCA)

CSC Computer Education

Fundamentals of Information & Computer Technology, Operation System (Windows-DOS), Ms-Office (Word-Excel-PowerPoint), Programming Languages(C & C++), Coral Draw & Photoshop, Web Page Designing.

2010 - 2014

Bachelor of Engineering - Computer Science (CS)

Anna University

Computer Science Engineering is an Under Graduation Degree (UG) involving in designing, implementation, management and deployment activities of both hardware and software products.

Skills

Wordpress

Scratch Development, Custom Templates, Custom Fields, Plugin Development, Optimization, Cache Boosting, Load Balancing, HTML2WP, AMP, Lazy Load, Troubleshoot, Webmaster tools and more

Search Engine Marketing

Display Advertising - Adwords, Bing, Social Media - Facebook, LinkedIn, Native Advertising, Pay Per Click (PPC), Remarketing, Affiliate Marketing and Video Ads

Search Engine Optimization

OnPage SEO - Title, Meta Tags, Body Tags, Keyword Density, Image SEO, Internal Linking and Off-Page SEO

Linux Servers

DHCP, DNS, FTP, NFS, SFTP, HTTPD, Apache2 and Nginx.

Databases

PostgreSQL and MySQL.

Applications

cPanel, WHM, WHMCS, WordPress, Blogger, Github, Pixlr Editor, Plesk, Glacier, Buckets, Firebug and more.

Cloud Infrastructure

EC2, S3, Glacier, DynomoDB, VPC, VPN, Route53, AWS CLI and Google Cloud as well as Digital Ocean.

Email servers & Newsletter

Send Mail, Postfix and Squirrel. Mailchimp, Sendgrid, Mandrill and others

Languages

Bootstrap, HTML5, CSS3, Material Design, JavaScript, PHP, SQL, Node Js, Solidity, and Unix.

Core Competencies

- Optimized Campaigns
- User Experience Design
- Information Architecture
- Interaction Design
- Front-end Development
- Back-end Development
- SEO & SEM
- Content Strategy
- Re-marketing
- Google Tags
- Search Algorithms
- User Research
- Evaluation and Testing
- Implementation
- Customer Service
- Code Optimization
- Custom WP Development
- Optimized Landing Pages
- Project Management
- Amazon Web Services
- Google Cloud Server
- Technical Support
- Systems Integration
- Quality Assurance

Awards

2021 - 2021

Best Performance Award

Awesome Motive, Inc.

I received the Best Performer Award for exceeding the goal for Black Friday sales while maintaining the highest level of customer satisfaction.

2020 - 2020

Fedex Day - Winner

ConnectALL, LLC

An innovation activity to bring out your thoughts and ideas on what can be built into the product to bring out more value to the customers and eventually fueling the product growth.

2019 - 2019

Highest Tickets Performer Award

Godaddy, Inc.

On May 2019, I was ranked #1 in the entire Godaddy WPPS Global Team for closing the highest tickets with excellent reviews.

2015 - 2015

Facebook White Hat Security Award

Facebook, Inc.

On behalf of over a billion users, Facebook Team thank me for responsible disclosure of a security vulnerability on mobile version and also have awarded a worth of \$500.

Additional

Date of Birth	24th March 1992
Gender	Male
Marital Status	Married
Languages Known	English, Urdu, Hindi, Tamil, Telugu and Arabic (beginner)

Hobbies

Exploring Science Fiction | Creating Automation Algorithm for Personal Work | Traveling | Fitness | Volleyball

Contact Info

Phone : +91 9094700125

Email : Mail@Mansour.in

Online Version

Official Website: Mansour.in / Online Resume: cv.Mansour.in