Faz Karimi

Software Developement

My Contact

✉ karimifazlu50@gmail.com

☎ 083-168-6362

📍 Limerick, Ireland

🌐 https://fazkarimi.com

Skill

- **JAVA**
- **PYTHON**
- **WP-CLI**
- **LINUX OS**
- **WORDPRESS**
- **Problem Solving**
- **Research**
- **Version Control**

- **Decision making**
- **Communication**
- **Multi-tasking**
- **Creative**
- **Team Player**
- **Passionate player**

Education Background

- Waterford Instiute of Technology
  BSc in Software Systems Development
  Completed in 2019

- De La Salle College
  Highschool Diploma
  Completed in 2015

Reference

Available upon request.

About Me

I Graduated from BSc in Software Systems Development with strong experience in problem solving, working in a high pace environment and communication. As a highly competent and well-mannered person, I am excellent in working as part of a team as well as individually. With many years' experience in the IT industry, I learn new skills quickly and apply them effectively.

Professional Experience

WP Engine, Limerick — Developer Support Specialist

2019 – Present
Key responsibilities:

- Provide technical support to customers/developers through phone calls, Live chat and Zendesk tickets in a timely and efficient manner. This required great work ethic as those contact channels were often busy.

- Responded to multiple Support tickets on daily basis, these tickets were either created by support agent from a live chat or the customers/developers

- I Work in a fast paced environment troubleshooting 2 or 3 issues simultaneously across Live chat and Tickets in between chats at quieter periods.

- Became efficient at learning new material on the job when new products were rolled out, Prior training was not provided.

- Learned new skills and applied to daily tasks to improve efficiency and productivity.

- Use technologies such as WP-CLI, Zendesk, SSH, NGINX, Regex, GIT on a daily basis. Worked on issues such as 50x errors, 40x errors, and redirect issues.

- Investigated server side elements when troubleshooting issues that were caused by the servers, Interacting with the server required log parsing, checking website file systems, Performed Manual migrations from one server to another. great experience for problem solving.

Academic Internship, Waterford — Assistant Web Manager
Aug 2018

I completed my academic internship in the college I studied in where I was assistant to the Institution's Webmaster. During this time I got my first taste of the industry.

- Maintaining and developing the WIT websites
- Creating websites using WordPress, Expression Engine and Weebly.
- Created other minor websites as tasks and carried out tasks provided by different schools and departments from the Institute.