Mahammad Mubassir

Junior Support Engineer | Tech Operations

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LinkedIn GitHub Portfolio

Professional Summary

Technical Support Engineer with hands-on experience supporting shared hosting, VPS, and cloud hosting environments. Skilled in cPanel/WHM, WordPress troubleshooting, DNS management, MySQL, Linux CLI, and website migrations. Experienced in server administration, performance optimization, incident resolution, and maintaining secure, reliable hosting environments. Strong troubleshooting and customer support skills focused on uptime, operational efficiency, and customer satisfaction.

Experience

UnifyCX **Aug 2024 – Present**

Junior Support Engineer | Tech Operations *Mangalore, Karnataka*

- Provide technical support for shared hosting, VPS, and cloud hosting environments, resolving website, DNS, email, and server-related issues.
- Troubleshoot WordPress, cPanel/WHM, MySQL, and Linux server issues using Linux CLI and WP-CLI to maintain stable hosting services.
- Perform website migrations, service monitoring, and resource optimization while ensuring uptime, reliability, and customer satisfaction.

The Web People **Oct 2023 – Dec 2023**

Internship Trainee *Puttur, Karnataka*

- Worked on front-end web development and introductory Flutter app development, gaining practical experience in UI design and component structuring.
- Improved proficiency in Dart and Android Studio while contributing to multi-platform UI implementation and design improvements.

Technical Skills

Hosting & Server Administration: cPanel/WHM, Linux CLI, WP-CLI, WordPress, Shared Hosting, VPS & Dedicated Server Management, Website Migration, Cloud Hosting, Domain & DNS Management.
Languages: Java, JavaScript, Dart.
Developer Tools: Git, GitHub, VS Code, Android Studio, LaTeX, Figma.
Frontend: HTML, CSS, Flutter, Bootstrap.
Databases: MySQL, Firebase.

Projects

- **Academic Spotlight** HTML, CSS, JavaScript, Firebase Realtime Database
  Developed a school promotional platform with a result-publishing module and an admin dashboard for content and data management.
- **FruitSynergy Tracker** Flutter, Machine Learning, Python
  Built a mobile app that uses a CNN model to recognize fruits and display nutritional information based on image classification.

Certifications & Achievements

- Responsive Web Design (FreeCodeCamp)
- Privacy and Security in Online Social Media (NPTEL)
- Facilitated a one-day workshop on Git and GitHub at VCET Puttur (2023)
- 1st Place – Web Designing Competition, Medha-24, SDIT (Jan 2024)

Education

Vivekananda College of Engineering & Technology, Puttur **2024**

Master of Computer Applications (MCA) *CGPA: 9.18*

St. Philomena College, Puttur **2022**

Bachelor of Computer Applications (BCA) *CGPA: 8.65*