

Naveen Kharwar

Senior Technical Support Specialist

Lucknow, India

Technical support, debugging, issue triage, and shipping fixes

WordPress support specialist with 6+ years of WordPress experience and 4+ years in technical support. I work closely with users to debug real product issues, trace root causes clearly, and turn those findings into reports, tested fixes, and shipped improvements for WordPress products used at scale.

PROFILE

I'm strongest at the intersection of technical support and engineering: working directly with users, understanding messy real-world issues, communicating calmly, and then helping write, validate, and ship fixes with the product team.

WORK EXPERIENCE

Senior Technical Support Specialist

NOVEMBER 2022 TO PRESENT

Brainstorm Force

- Support Astra, a WordPress theme used on 1M+ websites, along with Starter Templates and Header & Footer Builder across advanced WordPress, PHP, hosting, and frontend issues.
- Work closely with users to isolate real product issues, trace root causes, write fixes, validate changes, and follow them through release.
- Contribute pull requests to the open-source Astra theme and Astra Pro features to ship product improvements directly.
- Manage and train support teammates, strengthen debugging and communication practices, and help implement tools that improve team workflow.

Technical Support Specialist

FEBRUARY 2021 TO SEPTEMBER 2022

Awesome Motive

- Supported the 3M+ user base of All in One SEO across plugin conflicts, indexing issues, migrations, and WordPress debugging.
- Created internal documentation and reusable snippets that made troubleshooting faster and more consistent across the team.
- Tested new builds before release and helped surface regressions early through QA and support feedback.
- Onboarded teammates on WordPress, SEO plugin behavior, and customer support workflows.

Technical Support Engineer

NOVEMBER 2020 TO FEBRUARY 2021

Inactiv.com Media Solutions Pvt Ltd.

- Supported BlogVault, MalCare, and MigrateGuru users across backup, migration, and security-related issues.
- Cleaned infected WordPress sites and resolved malware and vulnerability cases.
- Wrote user-facing documentation and built scripts for faster malware identification.

WordPress Developer Intern

JANUARY 2020 TO AUGUST 2020

Lubus

- Built WordPress websites including propelmarine.com and exotel.com.
- Resolved bugs, supported internal projects, and assisted clients in real time.
- Integrated WooCommerce APIs to generate CSV reports inside WordPress dashboards.

Web Developer

JANUARY 2019 TO DECEMBER 2019

Freelancing

- Designed and delivered websites for clients including ubuntucinnamon.org, brilyant.com, 99pancakes.in, and ledereign.com.
- Managed client onboarding, project delivery, and communication end to end.
- Collaborated with freelance agencies across development, design, and marketing needs.

CORE STRENGTHS

WordPress technical support

Debugging and escalation handling

Product feedback and QA

Writing code

Management

Customer communication

Open-source contribution

CONTACT

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GITHUB

github.com/naveenkharwar

WORDPRESS

profiles.wordpress.org/naveenkharwar

X

x.com/heynaveeen

TECHNICAL SKILLS

HTML

CSS / SCSS

JavaScript

jQuery

React

Node.js

API engineering

PHP

WP-CLI

GitHub

WordPress

WooCommerce

Linux

Security

Debugging

SOFT SKILLS

Communication

Patience

Empathy

Problem-solving

Adaptability

Attention to detail

Teamwork

Time management

Customer service

CONTRIBUTOR | WORDPRESS

- Contributed to WordPress Core, improving functionality and user experience.
- Volunteered as a translator for WordPress-related content.
- Developed and contributed custom WordPress themes and plugins.
- Reviewed WordPress themes and provided constructive feedback on quality and usability.
- Participated in local WordPress meetups and WordCamps.
- Supported users through free WordPress forums.