Chinmoy Biswas

WordPress Developer | Technical Support Engineer

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PROFESSIONAL SUMMARY

WordPress developer and technical support engineer experienced in custom themes, plugins and Gutenberg blocks, Figma-to-WordPress conversion, and customer support for WordPress plugins. Resolved 9,000+ support tickets and supported 12,000+ community members. Previously delivered full stack wordpress projects for 90+ international clients with a 20+ developer team.

CORE SKILLS

WordPress: Theme & Plugin Development, Gutenberg, Elementor Pro, Woocommerce, ACF, CPT, WP-CLI
Languages: PHP, JavaScript, SQL, C, C++
Technologies: React.js, Next.js, Vue.js, Node.js, Express, MySQL, Nginx, Apache
Tools: GitHub, VS Code, Codex, Claude
Support: Ticket and live-chat support, bug reproduction, QA testing

PROFESSIONAL EXPERIENCE

Technical Support Engineer, WPManageNinja LLC | June 2024 – Present
- Provide ticket and live-chat support for FluentForms, FluentCommunity, NinjaTable and other plugins, including bug hunting, tracking and testing
- Resolved 9,000+ tickets and supported 12,000+ live community members

Senior WordPress Developer, SeoPage1 | November 2023 – May 2024
- Handled front-end and back-end development, custom themes, plugins and features, website management and debugging
- Monitored work within a 20+ developer team and served 30+ clients worldwide

Instructor and Web Developer, JessoreIT | January 2023 – August 2023
- Built website interfaces from Figma with Next.js and Tailwind CSS on the front end and a MySQL and Express back end
- Delivered lectures in a web development course

Junior WordPress Developer, Web Solutions | February 2022 – November 2022
- Built business and e-commerce WordPress sites with Elementor Pro, Bootstrap, PHP and JavaScript
- Carried out UI/UX research, cloning, migration and redesigns based on client needs

SELECTED PROJECTS

- **Cardinal Health Care BD** (cardinalhealthcarebd.com): Business site with a custom products listing system, custom Gutenberg blocks and a custom FSE theme
- **CB Portfolio Plugin** (chinmoybiswas.com): Custom portfolio plugin with an MVC architecture and Vue.js admin and front-end interfaces
- **Wites & Rogers Law Firm** (witeslaw.com): Custom classic theme in PHP, Bootstrap and custom code with Membership, CPT, ACF, CF7, Yoast SEO and WP Rocket
- **Scan2Archive** (scan2archive.com.au): Figma-to-WordPress build on the Enfold theme with custom code to match the design
- **CB QR Code** (wordpress.org/plugins/cb-qr-code): Plugin published in the WordPress.org directory
- **Other client sites:** TuFlamenco, MTech BD, Village Dental DTC, Emmerich Relations (development and maintenance)

WORDPRESS CONTRIBUTIONS

- **Contributor profile:** WordPress.org member since February 2022; Core, Photos, Plugins, Polyglots, Support, Test and Themes teams (profiles.wordpress.org/chinmoy709)
- **Badges:** Plugin Developer (Code), Test Contributor '26 (Practice), Translation Contributor '24 (Polyglots)
- **Support:** Plugin support rep for Fluent Forms, FluentCommunity and Paymattic on WordPress.org forums
- **Translation:** Bengali (bn_BD) contributor for WordCamp.org and WordPress core

EDUCATION

MSc in Mathematics, Shahjalal University of Science and Technology | 2021
BSc in Mathematics, Shahjalal University of Science and Technology | 2019

COURSES AND CERTIFICATIONS

Complete Next.js (Udemy) | Complete Web Development (Programming Hero) | CSE Fundamentals (Phitron.io) | Responsive Web Design (freeCodeCamp)