Ibrahim Sharif

Computer Science & Engineering graduate, currently Product Support Lead at WPManageNinja LLC, specializing in FluentCRM and FluentSMTP. Skilled in Server & Email Administration, Web Programming, Linux Servers, Cloud Services, and Networking.

❏ Work Experiences:

Product Support Lead
WPManageNinja LLC (2022 — Present)

Product Support Lead at WPManageNinja LLC, managing FluentCRM and FluentSMTP. With 3 years of experience, I've handled 5,000+ support tickets and 12,000+ responses, troubleshooting complex issues and delivering tailored solutions. In 2024, FluentCRM (50,000+ active installs, 976,000+ downloads) earned 35+ 5-star reviews, while FluentSMTP (300,000+ active installs, 2.59M+ downloads) received 80+ 5-star reviews.

[Remote] Brands Outlet, Qatar (2019 - 2020)

Remotely worked part-time as a System Administrator, managing company websites and developing e-commerce solutions on WooCommerce and Shopify.

Freelancing (2016 — 2022)

Part-time freelancer specializing in IT Support, including Server, Email, and Hosting troubleshooting, migrations, and configurations. Experienced in WordPress customization, performance optimization, and WooCommerce setup. Additionally, worked with various hosting environments and platforms like Magento, Shopify, and Laravel.

WordPress Support, Documentation, and Tutorials:

I participated in WordPress Core & Test Contribution(WP.org: shuvoaftab). I also wrote a lot of technical documentation for FluentCRM and FluentSMTP, which are WordPress plugins. To assist customers, I recorded many use case videos and some commonly asked questions, and some of them were later shared on YouTube (youtube.com/mribrahimsharif).

Platforms & Technologies:

WordPress, Magento, Laravel, Shopify, OpenCart, PowerMTA, Apache, NGINX, MySQL, HTML, CSS, PHP, JS, AWS, Azure, Google Cloud, DNS, SSL, etc.
Remote Work & Communication: Slack, Asana, GitHub, TeamViewer, Trello, Notion, Loom, etc.

❏ Education:

B.Sc. in Computer Science & Engineering
Metropolitan University, Sylhet

Thesis: Implementation of Web Server on Android Device in Home Network.

❏ Notable Projects:

1. Implementation of a Web server in Amazon Web Services(EC2).
2. Implementation of a Web server with Virtualization in a Home Network with Email Delivery.
3. Solar Tracker using Arduino Microcontroller.
4. Markdown-based Headless CMS using Astro.
5. Laravel-based: A Timeline for the History of Computer Technologies.
6. Sparkpost PowerMTA-based Email Servers and Deliverability Analysis.
7. WordPress Plugin Developer Docs (FluentCRM).

❏ Notable Experiences:

- Technical Writing and Documentation.
- Mentoring or Leading Others.
- Supervising other teams and tickets for troubleshooting.
- Email Systems and Deliverability.
- WordPress Core Contribution.
- Guest Support Engineer: xCloud by Startise.
- QA (Selenium Codeception).
- WordPress on Android Device: https://github.com/shuvoaftab/android-wordpress

❏ Certification:

Passionate about Servers and Email systems, I explored and worked with Cisco, Mikrotik, and various home routers. Certified as a Mikrotik Network Associate (ID: 2002NA2430) – Verify Here

❏ Hobby:

Passionate about traveling, trekking, and coding new ideas in my leisure time. Have trekked multiple times in the Himalayas (India & Nepal). Enjoy solo travel and the experience of making new friends along the way.

❏ Profiles:

GitHub	github.com/shuvoaftab
LinkedIn	linkedin.com/in/ibrahimsharif
Website	ibrahimsharif.com
WP.org	https://profiles.wordpress.org/ibrahimsharif

❏ In-depth Resume:

For a detailed resume with more details on things I worked on and am currently working on, please visit my website.