Shailabh Disawal

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Technical Support

WordPress and Customer focused with 3+ years managing and optimizing multiple WordPress sites, recently certified in Google IT Support, with hands-on experience in performance troubleshooting, setting up Linux servers, web servers. Additionally, I am committed to continuously improving my skills and staying up-to-date with emerging technologies and trends to provide the highest quality service to clients. Currently honing my skills for support roles focusing AWS and cloud based environments.

WORK EXPERIENCE

Rishi Muni Creations • Ujjain, M.P. • 11/2022 - Present
Website support

- Built and managed four WordPress sites for offset printing, wedding cards, publishing, and a community magazine, also handling day-to-day support to worker's software issues and queries across themes and plugins.

- Optimized page load by configuring server caching and WordPress performance plugins; reduced bloat via media and database cleanup, improving perceived speed and stability.

- Deployed on Linux-based hosting with Apache/Nginx/OpenLiteSpeed; managed SSL, redirects, and error logs to resolve downtime and 5xx/4xx issues quickly.

- Actively Engaged in WordPress forums to troubleshoot real user(s) problems, strengthening problem-solving, ways to approach issues and sharpening diagnostic workflows.

EDUCATION

B. Com.
Vikram University • Ujjain • 01/2018

CERTIFICATIONS

Google IT Support Professional • 01/2023
Coursera

AWS Cloud Technical Essentials • 01/2025
Coursera

Docker for Beginners with Hands-on labs • 01/2025
Coursera (KodeCloud)

Python 1 (Python Basics) • 01/2025
Coursera (Scrimba)

SKILLS

- Core AWS services
- WordPress
- Linux CLI
- HTML
- CSS
- Windows OS

- Cloudflare
- Experience with Webservers (Apache, Nginx, Openlitespeed)
- Issue Resolution
- DNS
- Good exposure to SQL