

# Suyogya Shukla



Technical Support Team Lead at Automattic, Kanpur, Uttar Pradesh

Howdy, I'm Suyogya. I'm a Happiness Engineer at Automattic living in Delhi, India. I am a fan of technology, photography, and music. I'm also interested in design and web development. Over at Automattic, I lead a team of WordPress.com Technical Support Engineers that help people use our products on a daily basis.

Kanpur, Uttar Pradesh | [suyogya@hey.com](mailto:suyogya@hey.com) | +91-8840626848 | <https://technoboos.com>

## Work Experience

### **Automattic**

May, 2020 - Current

#### *Technical Support Team Lead*

Leading a global team of 8 Technical Support Engineers across APAC region. Team management, performance reviews, support coverage, quality reviews, meetup planning, etc.

### **Automattic**

Sep, 2017 - Current

#### *Technical Support Engineer*

Over at Automattic, I work with the WordPress.com team to help people use our products on a daily basis.

Other duties include peer reviews for quality, providing constructive feedback and coach new hires using the buddy model we have. I have also led an internal project of creating a technical resource for our support team to find information easily about our G Suite product offering. I am also involved in other teams reaching out to customers we've identified as needing help to be successful and another team responsible for developing training for our support team to better deal with such customers.

Apart from this, I am a part of the G Suite Support team at Automattic which deals with any issues our G Suite users face when they purchase G Suite through us as resellers and I am involved in testing our products before they're launched.

### **Themeisle**

Jun, 2016 - Aug, 2017

#### *Technical Support Engineer*

Provided support for Themeisle's products which included one of the most famous WordPress themes, Zerif Lite. Also reported bugs and co-ordinated with the development team to make sure high priority bugs are fixed as soon as possible.

## Freelancer

Feb, 2015 - Aug, 2017

*User Interface Designer & User Experience Designer*

Worked with different organizations on some very interesting projects. Followed my design process of conducting surveys, identifying the problem, taking inputs on pain points, brainstorming a solution, wireframing it and then preparing a prototype while understanding what can be implemented and what can't.

## Freelancer

Aug, 2013 - Dec, 2014

*Freelance Web Designer*

Worked with various organizations as a freelance website designer and developer. I mostly worked on front end technologies like HTML, CSS and used WordPress in most of the projects where I had to build something from scratch.

## Kidzee Kanpur

Feb, 2011 - Mar, 2013

*Web Developer*

Designed, developed and maintained the website for a school in Kanpur using WordPress.

## Education

### Harmilap Mission School

2002 - 2017

*High School, Computer Science, A*

### Indian Institute of Technology

Jul, 2014

*Android App Development - Certification*

## Skills

Team Management   WordPress   Web Design   Technical Support

UX Design   UI Design

## Hobbies

Speaking at conferences   Researching interfaces   Mobile gaming

Binge-watching

## Languages

**English**  
Professional

**Hindi**  
Native

## Volunteering

**Organizer**

Feb, 2017 - Aug, 2018

*WordCamp Kanpur*

Helped organize Uttar Pradesh's first WordPress Camp, WordCamp. WordCamps are informal, community-organized events that are put together by WordPress users like you. Everyone from casual users to core developers participate, share ideas, and get to know each other.

I worked as an organizer and a sponsors wrangler where I helped raise funds for the camp and made sure sponsors were getting the promised perks. I took on the same responsibilities for the second year in a row, for WordCamp Kanpur 2018.