

Suyogya Shukla



Technical Support Team Lead at Automattic, New Delhi, India

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.

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Work Experience

Automattic

May, 2020 - Current

Technical Support Team Lead

Leading a global team of 11 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.

Themisle

Jun, 2016 - Aug, 2017

Technical Support Engineer

Provided support for Themisle'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.