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# Jeff Alvarez

## Support Engineer

Linkedin: <https://www.linkedin.com/in/jeff-alvarez/>

Github: <https://github.com/jeffsurridge>

### Profile Overview:

4+ Years Professional Experience as a WordPress Support Engineer. I've supported over 30 WordPress Plugins and Themes

#### [Rymera Web Co](#) - Senior Wordpress Support Engineer

Jan 2025 - PRESENT

- Focused mostly on Tier 2 and above Tickets, heavily on bug reports and customizations.
- Reviewed bug reports on Github for replicability/potential quick fix
- Onboarded/trained new hires and created easy to digest crash courses to speed up onboarding
- Created and documented one-off snippets for future use
- Heavily implemented AI/Cursor to speed up support times

#### [Rymera Web Co](#) - Wordpress Support Engineer

AUG 2021 - Dec 2024

- Focused mostly on Tier 1 and some Tier 2 Tickets, answering as much tickets to keep inbox low
- Raised feature request, 3rd party plugin integrations and bug reports on Github
- Created and updated Knowledge Articles keeping in mind of SEO score

#### [Levelup Support](#) - Wordpress Technical Support Specialist

Nov 2022- Feb 2023

- On demand live support/debugging
- Raised bugs and feature request on Jira

## EDUCATION

#### [Systems Technology Institute](#) - Bachelor Of Science In Information Technology

2018 - 2021

## Languages & Technical Skills

HTML , CSS , PHP , SQL and C#, API testing