

Jeff Alvarez Surridge

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PROFESSIONAL PROFILE

A highly technical **Senior WordPress Support Engineer** with over 4 years of experience. Specialized in **Tier 3 technical escalations** and **system-wide operational audits** for a portfolio of 17+ plugins with 500,000+ active installs. Expert in bridging the gap between Support and Engineering through high-fidelity bug reporting and internal LMS development

CORE SKILLS

- **Languages:** PHP, JavaScript, HTML, CSS, SQL, C#
- **E-commerce & Platforms:** WooCommerce, Product Feed Pro, Thrive Themes, Wholesale Suite, Advanced Coupons, WC Vendors
- **APIs & Automation:** n8n, GitHub APIs, FreeScout APIs, REST APIs, Postman
- **AI & Emerging Tech:** Cursor, AnythingLLM, LM Studio, Prompt Engineering
- **Technical Leadership:** New Hire Mentorship, LMS Course Creation, Technical Documentation

PROFESSIONAL EXPERIENCE

Rymera Web Co | *Senior WordPress Support Engineer Jan 2025 – Present*

- **High-Scale Support Operations:** Provided technical support for a diverse portfolio of 17+ WordPress products, including **Product Feed Pro (80k+ installs)**, **Wholesale Suite**, and **Advanced Coupons**, managing a combined user base exceeding **500,000 active installs**.
- **Workflow Automation:** Designed and deployed n8n workflows integrating GitHub and FreeScout APIs to automate bug triage and release notifications. This system identifies fixed tickets upon update releases and notifies customers automatically, saving the department **2–10 hours of manual labor per month**.
- **AI-Driven Efficiency:** Accelerated the debugging process by utilizing **Cursor** for AI-assisted code analysis and issue replication. Leveraged AI tools to automate the generation of detailed bug reports, reducing ticket creation time by approximately **15 minutes per instance**.
- **Technical Mentorship:** Personally onboarded and trained new hires, conducting "shadow response" sessions and developing rapid "Crash Course" modules for the internal LMS. These modules cover plugin-level debugging, feature functionality, and best-practice support protocols across 17+ plugins.
- **Complex Debugging:** Specialize in root-cause analysis and complex 3rd-party integrations, frequently identifying conflicts at the code level to provide temporary snippets to get users up and running.

- **Legacy Backlog Optimization:** Executed a comprehensive manual audit of **1,000+ active GitHub issues**, triaging and resolving approximately **60 redundant or low-value reports**. This initiative significantly reduced backlog "noise" and allowed the engineering team to focus on high-impact development.

Rymera Web Co | *WordPress Support Engineer Aug 2021 – Dec 2024*

- **Ticket Management:** Successfully resolved thousands of Tier 1 and Tier 2 tickets, maintaining high satisfaction scores while supporting a wide range of complex E-commerce plugins.
- **Bug Triage & QA:** Collaborated closely with the development team to reproduce and log bugs on GitHub, providing detailed technical context to reduce development turnaround time.
- **SEO-Optimized Documentation:** Authored and maintained external Knowledge Base articles, improving the SEO score of support documentation to encourage customer self-service.

Levelup Support | *WordPress Technical Support Specialist (Freelance) Nov 2022 – Feb 2023*

- **Concurrent Contract:** Provided on-demand live support and real-time debugging for global WordPress users alongside primary responsibilities.
- **Issue Tracking:** Utilized Jira to track, log, and escalate user-reported bugs and feature requests.

EDUCATION

Systems Technology Institute | *Bachelor of Science in Information Technology 2018 – 2021*