

Thousif N Mahamed

Technical Team Lead · Linux Systems · Web Hosting · DNS Architecture · cPanel/WHM

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Professional Summary

Results-driven **Technical Team Lead** with **4+ years** in web hosting support, Linux systems, and cloud infrastructure. Proven record managing **500+ daily interactions**, leading **15+ agent teams**, and architecting org-wide FCR standards. Distinguished by *building* the internal tools, dashboards, and frameworks that elevate team performance beyond reactive support.

Key Achievements

- ★ **85% FCR Improvement** — Engineered DNS & SSL pre-check workflows, slashing escalations and repeat contacts org-wide.
- ★ **Internal Agent Tooling** — Built support.hostsolutionpro.com: live CLI portal for instant command lookups, DNS guides & SOPs.
- ★ **Live CSAT/FCR Dashboard** — Real-time Google Sheets tracker (Apps Script) for per-agent KPI monitoring; drove weekly data-led coaching.
- ★ **Email Troubleshooting Checklist** — Org-standard SPF/DKIM/DMARC/MX diagnostic checklist adopted across all support tiers.
- ★ **100% SLA Compliance** — Maintained consistently across 500+ daily chat interactions as Technical Team Lead.

Professional Experience

Technical Team Lead UnifyCX

Jan 2025 – Present • Mangaluru, KA

- **Leadership:** Directed 15+ agents across web hosting, WordPress, and cloud support — 500+ interactions/day, 100% SLA compliance.
- **Internal Tooling:** Built support.hostsolutionpro.com (HTML/CSS/JS) — agent CLI portal with command refs, DNS guides, and workflow SOPs.
- **FCR Framework:** Designed and deployed org-wide First Contact Resolution Audit standard; measurably reduced repeat contacts.
- **Data & Coaching:** Created live CSAT/FCR Google Sheets dashboard (Apps Script); drove weekly data-informed performance reviews.
- Managed escalations via Salesforce, Multibox/CPM, Jarvis & CSR Tools; mentored engineers on VPS, WordPress, and email deliverability.

Web Advisor Coach UnifyCX

Jul 2024 – Jan 2025 • Mangaluru, KA

- Served as **L2 SME** for escalated tickets; standardised cPanel/DNS/WordPress workflows, reducing average handle time.
- Authored KB articles on SSL renewal, domain propagation, and email configuration best practices.

Junior Support Engineer UnifyCX

Apr 2022 – Jul 2024 • Mangaluru, KA

- Delivered Tier 1 & 2 support for web hosting, WordPress, DNS, and Linux issues — consistently strong CSAT scores.
- Diagnosed cPanel misconfigurations, email routing failures, and SSL lifecycle issues; built AWS/DNS expertise hands-on.

Electrical Project Engineer Vishwas Electricals

Feb 2020 – Mar 2022 • Hassan, KA

- Managed end-to-end electrical infrastructure projects; coordinated contractors, vendors, and regulatory compliance.

Technical Skills

Hosting & Control | cPanel / WHM, Plesk, Shared Hosting, VPS, Reseller Hosting

Linux & Servers | Linux (CentOS, AlmaLinux.), Apache, Nginx, LiteSpeed, Bash / Shell Scripting

DNS & Email | DNS Architecture, SPF, DKIM, DMARC, MX Records, SSL/TLS, Email Deliverability, Domain Management

CRM & Support | Salesforce, Multibox/CPM, Jarvis, CSR Tools, Freshdesk, Zendesk

Internal Tooling | HTML/CSS/JS Web Tools, Google Sheets + Apps Script, Bash Automation, Knowledge Base Systems

Leadership & Ops | SLA Management, FCR Auditing, Team Coaching, KPI Tracking, Escalation Handling

Cloud & Platform | WordPress Hosting, Website Performance Optimisation

Projects & Internal Tools

- **Agent CLI Support Portal** — support.hostsolutionpro.com — Internal tool with Linux/cPanel commands, DNS guides & SOPs. *Stack: HTML, CSS, JS, cPanel*
- **CSAT & FCR Dashboard** — Real-time per-agent/team KPI tracker with automated metrics. *Stack: Google Sheets, Apps Script*
- **Email Troubleshooting Checklist** — SPF/DKIM/DMARC/MX/SMTP org-wide diagnostic guide. *Stack: DNS, cPanel, Documentation*
- **Portfolio Website** — thousif.hostsolutionpro.com — Self-hosted on cPanel. *Stack: HTML, CSS, cPanel*

Education & Professional Development

Diploma – Electrical & Electronics Engineering

Sri Vidhyanikethan Polytechnic, Hassan · Mar 2017

Leadership Coaching – UnifyCX · DNS, Email Deliverability & SSL Training – UnifyCX · SLA Management & Escalation Handling – UnifyCX