Amirhosein Soltani

Linux & Web Hosting Support Specialist

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SUMMARY

Linux and web hosting support specialist with hands-on experience in technical customer support, hosting troubleshooting, and WordPress environments. Skilled in resolving issues involving hosting control panels, DNS, SSL, email, databases, backups, and website availability. Familiar with Linux-based hosting infrastructure, Docker, Apache, Nginx, VPS services, and customer ticketing workflows.

WORK EXPERIENCE

Technical Customer Support Specialist — Parspack

Tehran, Iran | May 2024 – Present

- Provide technical support through ticketing systems and phone calls for web hosting customers.
- Troubleshoot WordPress, website availability, scripts, hosting control panels, and common service issues.
- Assist users with email, SSL, DNS, MySQL databases, backups, VPS services, and WordPress-related requests.
- Work with cPanel, WHM, DirectAdmin, WHMCS, and Linux-based hosting environments.
- Perform initial troubleshooting for Apache, Nginx, and email-related issues; escalate complex cases and follow up with customers.
- Communicate technical solutions clearly and document support cases for effective follow-up.

Manager & Webmaster — Darshid

Yazd, Iran | February 2020 – March 2023

- Managed and developed an online pharmacy project using WordPress and WooCommerce.
- Designed, maintained, and improved the website, hosting environment, content, and technical operations.
- Coordinated support and sales activities and handled ongoing website troubleshooting.

Founder & Webmaster — OWEBRA (Personal Website)

Tehran, Iran | March 2021 – Present

- Operate a personal website focused on WordPress development, web design, and technical support.
- Deliver end-to-end website work including deployment, maintenance, troubleshooting, and content publishing.
- Publish practical technical articles about WordPress, web hosting, and online business.

PROJECTS

Linux & Web Services Lab

- Built and maintained Ubuntu-based lab environments for Linux administration and web hosting practice.
- Configured LAMP, WordPress, DNS, databases, web services, monitoring, and troubleshooting workflows.
- Deployed and managed containerized services using Docker and Docker Compose, including Rocket.Chat, Mumble, Matrix Element, and Uptime Kuma.

TECHNICAL SKILLS

Hands-on: Ubuntu, cPanel, WHM, DirectAdmin, WHMCS, DNS, SSL, Email, MySQL, Backup & Restore, Website Migration, WordPress
Practical Familiarity: Apache, Nginx, Docker, Docker Compose, LAMP Stack, TCP/IP, HTTP/HTTPS, Ports, VPS
Web Development: PHP, HTML, CSS, Git
Customer Support: Ticketing Systems, Technical Communication, Issue Analysis, Documentation, Escalation & Follow-up

EDUCATION & TRAINING

Bachelor of Science (B.Sc.) in Civil Engineering — Islamic Azad University

Tehran, Iran | September 2015 – March 2020

Linux Administration & Networking Training — Online Training

2025 | Completed

Completed online training with hands-on practice covering LPIC-1 and Network+ topics, Linux administration, networking fundamentals, server troubleshooting, and Docker.

WordPress Development Training — 7Learn Academy & RTL-Theme

2020 | Completed

SmartWebmasters Training

May 2020 – August 2020 | Completed

LANGUAGES

Persian: Native | English: Intermediate — Technical Documentation Reading