

MD. ADNAN SHAFIQ

TECHNICAL SUPPORT ENGINEER

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PROFESSIONAL SUMMARY

Technical Support Engineer with 2+ years of experience providing remote, customer-facing technical support across two SaaS products. Skilled in diagnosing and resolving issues spanning DNS and domain configuration, JavaScript/browser errors, third-party integrations, and analytics/tag implementations. Experienced in structured QA testing, bug hunting, documentation writing, and writing clear, professional client communications. Comfortable working independently in a fully remote environment and adapting quickly to new tools and product changes.

CORE SKILLS

- Technical Support: Ticket Triage & Resolution, Root-cause Diagnosis, Escalation Handling, Live Chat/Email Support, SLA-driven Troubleshooting.
- Web & Domain Troubleshooting: DNS Configuration, Custom Domains, SSL, Hosting/Deployment Issues, Browser DevTools, JavaScript Console Debugging.
- Analytics & Tagging: Google Tag Manager (GTM), GA4, Google Consent Mode V2, Cookie Consent Banner Configuration.
- QA & Bug Management: Structured Test Case Design, Bug Reproduction and Reporting, Cross-browser/Device Testing.
- Security: Vulnerability Report Triage, Escalation Coordination, Responsible Disclosure Communication.
- Tools & Tech: JavaScript, Postman, DevTools, AI-assisted Development, ClickUp.
- Communication: Client-facing Email Drafting, Video Conference, Technical Documentation, Cross-functional Coordination.

PROFESSIONAL EXPERIENCE

Technical Support Engineer

Jun 2024 – Aug 2026

Dorik (Dorik & Consently SaaS Products) — Remote

- Provided front-line technical support to customers across two SaaS products, resolving issues related to site building, DNS/domain setup, custom code, and consent/analytics configuration.
- Diagnosed and resolved recurring issues involving DNS misconfigurations, JavaScript runtime errors, form/webhook failures, and third-party script conflicts (e.g., consent scripts blocking site functionality).
- Supported customer implementations of Google Tag Manager, GA4, and Google Consent Mode v2, ensuring compliant user tracking and accurate data collection across client websites.
- Partnered with product engineering from early development through public launch of Consently, conducting QA test cycles, logging reproduction steps, and authoring end-user documentation.
- Led structured QA testing for new feature releases and managed documentation.
- Received, and coordinated the technical escalation of a security vulnerability report, including professional communication with the external researcher.
- Drafted and refined client-facing emails covering billing disputes, refund policy, and technical troubleshooting, balancing clarity with a professional, empathetic tone.

Manager

Sep 2021 – Oct 2023

Bangladesh General Insurance Company PLC

- Reviewed policy applications and assessed risk to determine coverage terms and pricing, ensuring compliance with IDRA regulations.
- Served as primary client point of contact, communicating policy details and resolving client queries.
- Led a team within the Zonal Office to ensure accurate underwriting and reporting.

EDUCATION

Master of Business Administration (Information Technology)

Jan 2020 – Sep 2021

East West University — Graduate Teaching Assistant — CGPA 3.89/4

Bachelor of Business Administration (Management Information Systems)

Sep 2015 – Aug 2019

East West University — Undergraduate Teaching Assistant — CGPA 3.68/4

COURSES

Web Development Bootcamp by Programming Hero

Google Cybersecurity Professional Certificate — In Progress - Expected Completion: Q4 2026

ADDITIONAL INFORMATION

Languages: Bengali (Native), English (Fluent) | Honors: Merit Scholarship/Dean's List (MBA & BBA)