



# DILIPKUMAR MOHAN

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## DISABILITY STATEMENT

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I am a spinal cord injury survivor (2019 accident) with limited mobility. I am fully capable of performing remote technical support and customer service roles and seeking stable, permanent work-from-home employment aligned with my skills and experience.

## SUMMARY

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Experienced Technical Support Executive seeking a permanent work-from-home role. Skilled in website hosting support, DNS management, WordPress troubleshooting, and customer service. Committed to delivering excellent remote technical support with strong problem-solving and communication skills

## PROFESSIONAL SUMMARY

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- 3+ years supporting web hosting platforms and email services at GoDaddy.
- 5+ years in customer support and electrical maintenance roles.
- Proficient with cPanel, Plesk, DNS, SSL, email configuration, and WordPress.
- Patient communicator with strong problem-solving skills.
- Seeking long-term, stable remote technical support positions.

## WORK EXPERIENCE

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### TECHNICAL SUPPORT EXECUTIVE, GODADDY 2022 TO 2025 (REMOTE)

- Troubleshoot hosting issues via cPanel and Plesk.
- Managed DNS records: A, CNAME, MX, SPF, DKIM, DMARC.
- Installed/configured SSL certificates and resolved HTTPS errors.
- Provided customer support via phone and chat.

### AMC EXECUTIVE, NOVATER ELECTRICAL DIGITAL SYSTEMS PVT. LTD., TRICHY 2016 TO 2019

- Conducted maintenance and troubleshooting of electrical systems.
- Managed service schedules and customer communications.

### CUSTOMER SUPPORT EXECUTIVE, VODAFONE — FIRST SOURCE INDIA LTD., TRICHY — 2014 TO 2016

- Handled inbound calls for network, billing, and service issues.
- Assisted with SIM activation, plan changes, and account updates.

## EDUCATION

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B.E. – Electrical and Electronics Engineering (EEE)  
MAM Group of Institutions, Trichy — 2011–2014

Diploma – Electrical and Electronics Engineering  
Musiri Institute of Technology, Musiri — 2008–2011

## ADDITIONAL INFORMATION

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- **Skills:** Remote access using VPN, Basic troubleshooting on Printers, OS, Browser, MS Office, Word, Excel, PowerPoint, Slack, MS Teams, Outlook configuration, Hosting support.
- **Languages:** English, Tamil