KEVIN KARL GIRASOL

PROJECT MANAGER / WORDPRESS DEVELOPER

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SUMMARY

Experienced Project Manager and WordPress Developer with over 8 years of experience in technical support, team leadership, and web development. Skilled in managing complex projects, solving technical challenges, and optimizing workflows for client success.

TECHNICAL SKILLS

Project Management	Technical Support	Search Engine Optimization
WordPress Development	Client Interaction	Design Coach
WP Plugin Technician	Troubleshooting	HTML/PHP/CSS/Javascript
Team Leadership	Risk Management	3rd Party Integrations

PROFESSIONAL EXPERIENCE

Project Manager - Ripe Concepts Inc. **July 2022 - Sept 2026**

- Manage end-to-end website projects, ensuring timely delivery and alignment with client objectives.
- Lead cross-functional teams, providing resource planning, project scoping, capacity management, and performance feedback.
- Utilize Asana, ClickUp, Workfront, Trello, Slack, Teamwork and Zendesk to streamline project tracking, task delegation, and client support.
- Conduct risk assessments to proactively identify issues and implement mitigation strategies.
- Facilitate client communication through virtual meetings, progress reports, and project documentation.
- Oversee technical troubleshooting, hosting setup, SEO integration, and e-commerce/LMS implementations.
- Coaching and collaborating with design and development teams to ensure adherence to brand standards and user experience best practices.

WordPress Developer | Technical Engineer Support - Sites At Scale **Feb 2018 - July 2022**

WordPress Developer

- Developed, and maintained websites using custom themes, WPBakery, Elementor, and Impreza.
- Installed and maintained custom plugins, ensuring compatibility with new WordPress core updates.
- Optimized site performance and ensured mobile responsiveness across devices and browsers.
- Integrated WooCommerce functionality and configured advanced plugins for custom site features.

Technical Support Engineer (Senior)

- Provided Tier 2 and Tier 3 technical support, handling escalated client issues and implementing long-term fixes.
- Maintained server environments with AWS EC2, managing hosting, version updates, and security patches.
- Assisted with plugin and theme upgrades, troubleshooting PHP conflicts, and database maintenance.
- Utilized tools such as FileZilla and PuTTY for deployment and server access.
- Improved internal documentation and support processes, reducing resolution time and improving client satisfaction.

PROFESSIONAL EXPERIENCE

Software Engineer - Straive (LN - CCP) **Sep 2016 - Feb 2018**

- Developed and maintained content conversion software solutions for large-scale publishing clients.
- Collaborated with distributed teams to investigate, test, and implement software modifications.
- Worked extensively with Linux, Citrix, FTP protocol, and TCP/IP networking for remote connectivity.
- Gained exposure to Z/OS servers and SYSCIP/SYSWIP host environments, strengthening mainframe system knowledge.
- Participated in quality assurance cycles to ensure high accuracy and compliance with client requirements.

EDUCATION

Bachelor of Science in Information Technology **June 2011 - March 2016**

Silliman University - Dumaguete

- Thesis on "moSkwela: An Interactive Mobile Application for the Science Subject of Grade IV Pupils".

ADDITIONAL INFORMATION

- **Languages:** English, Tagalog, Bisaya
- **Awards:** Web Developer of the Month (March 2020), Web Developer of the Month (April 2020)