



# BISHOY SAMY BOULES

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## SUMMARY

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Motivated and self-taught Web Specialist and Technical Support Professional with over 4 years of hands-on experience in WordPress, website optimization, and client support, developing strong troubleshooting skills and a deep understanding of website operations and backend systems. Combining technical expertise with strong communication, leadership, and client relationship skills. Known for being proactive, reliable, and detail-oriented — capable of handling both technical challenges and team coordination effectively. Passionate about continuous growth, providing high-quality support, and helping businesses enhance their online presence.

## WORK EXPERIENCE

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### Freelance Technical Support Specialist

Jan 2023 - Present

- Working remotely with multiple web design agencies and clients  
Providing comprehensive WordPress technical support for Pluton Agency, Double Business, Barmagly, and Sahla.
- Managing VPS servers and WHM/WHMCS environments for client websites.
- Handling backend maintenance, plugin configuration, and performance optimization.
- Uploading products, blog posts, and travel listings, and managing site content updates.
- Coordinating with sales and design teams to ensure smooth project delivery and client satisfaction.
- Managing and updating a Gulf-based client's website and Instagram account with daily news content.

### Founder & Technical Lead | BS Solutions Agency

Nov 2025 – Present

- Established and leading a digital solutions agency focused on web development and technical optimization.
- WordPress Expert Support: Diagnosing and resolving complex WordPress issues, including database errors, theme/plugin conflicts, and security vulnerabilities.
- Technical Optimization: Improving site performance and speed to enhance SEO and conversion rates.
- Provide ongoing maintenance, advanced security monitoring, and automated backup systems to ensure continuous site reliability
- AI & Automation: Proficient in using AI tools (ChatGPT, Claude, ETC) for technical troubleshooting, building support utilities, and workflow optimization

## EDUCATION

### Bachelor's Degree in Economics and International Trade

Aug 2024- Present

- Egyptian Chinese University (ECU) Expected Graduation: 2027
- Currently in the 2nd year of study, focusing on international business, global trade policies, and economic development.

### El Maaref Modern Language School

Graduated: July 2024

- Cairo. English Section – High School Diploma
- Completed full education in English-language curriculum with strong communication and analytical skills.

## ADDITIONAL INFORMATION

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- **Technical Skills:** Technical Support, VPS & Server Management (WHM / WHMCS), cPanel, Data Entry, Excel & Word, Content Management, and SEO Basics. **Soft Skills:** Customer Service & Communication, Problem Solving, Team Leadership, Sales & Negotiation, Time Management.
- **Languages:** Arabic (Native), English (Fluent) **Certifications:** UI/UX Design (120-Hour Training Course) National Telecommunication Institute (NTI) & ITIDA