Osama Mersal

Happiness Engineer, WooCommerce & WooPayments | WordPress Technical Support

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PROFESSIONAL SUMMARY

Technical support engineer with 6 years of WordPress and WooCommerce product support and 8+ years in the WordPress ecosystem. I find root causes in logs, server responses and code, turn recurring issues into tools and guides that make whole teams faster, and work with engineering to get real bugs fixed. I support merchants in English and Arabic.

PROFESSIONAL EXPERIENCE

Happiness Engineer, Woo (WooCommerce & WooPayments)

Mar 2026 – Present

Automattic | Remote

- Turned slow, log-heavy Woo mobile tickets into a one-click diagnosis: built a Chrome extension that reads the app logs, runs connection checks and names the likely cause and fix, based on 5 failure patterns I identified and documented.
- Modernised and shipped to production an internal secret-sharing tool used daily by support teams across divisions: removed third-party requests, added security headers and fixed long-standing bugs.
- Restored about 300 failing subscription renewals for a publisher by diagnosing an incomplete payment migration and escalating it to engineering with a clear reproduction.
- Got real bugs fixed instead of worked around: traced a slow Bookings calendar to a query issue whose fix cut load time from about 10 seconds to under 1 second, and exposed a PayPal Payments defect that silently skipped Gift Cards issuance.
- Resolved complex WooPayments, Stripe, checkout and mobile app cases, including churn-risk and fraud escalations, and shared the fixes in 9 internal guides that teammates now cite; recognised with a peer kudos for WPML expertise.

Senior WordPress Support Engineer

Dec 2020 – Mar 2026

OnTheGoSystems (WPML) | Remote

- Resolved complex translation, compatibility, database and performance issues on large WordPress and WooCommerce sites using WPML, including SEO integrations (Yoast, Rank Math), tracing failures to PHP bugs in third-party themes and plugins.
- Resolved plugin and theme compatibility issues in custom codebases; created and maintained WPML XML configuration files and guided third-party developers.
- Worked in the Product Testing & Compatibility team, writing and debugging automated Codeception tests in GitLab CI pipelines.
- Mentored new support engineers through onboarding, technical guidance and customer communication.

WordPress Developer

Jan 2018 – Dec 2020

ZatMasr (Remote), InfoTimes (Cairo), Freelance

- Built and maintained multilingual and WooCommerce sites with custom themes, templates, Elementor and WPBakery, improving site speed and UX.

PROJECTS

CarNa Inspection Reports

Private WordPress plugin | car-na.com

- Built a private WordPress plugin that replaced a car inspection center's handwritten form with a 50-item checklist and 14-panel body table, producing a branded Arabic (RTL) A4 report with OBD scans and damage photos, and keeping all customer files private.

SKILLS

Support: WooCommerce, WooPayments, Stripe, PayPal, Subscriptions, Bookings, Woo mobile app, Jetpack, WPML, root-cause analysis, bug reporting (Linear, GitHub)

Development: PHP, MySQL, WordPress internals, WooCommerce, REST API, Gutenberg blocks, ACF/JetEngine, HTML5, CSS3, JavaScript, Chrome extensions, print CSS, RTL and Arabic localisation, Laravel (learning)

Tools: Git, GitHub, GitLab CI, Codeception, WP-CLI, Zendesk, Elementor, Divi, AI-assisted workflows

Languages: Arabic (native), English (highly proficient)

Education: Bachelor's in Computer & Information Science, Helwan University