



✉ rasel.ahm55@gmail.com

☎ +880 1711 366 241

📍 Torongo-2/1, Majumdari, Sylhet, Bangladesh

🌐 [linkedin.com/in/md-rasel-ahamed-8a4b72195](https://www.linkedin.com/in/md-rasel-ahamed-8a4b72195)

🐙 github.com/ah-rasel5

EDUCATION

● Leading University

Master of Business Administration

Result : 3.06 out of 4.00

Completed in 2021

● Leading University

Bachelor of Business Administration

Result : 3.25 out of 4.00

Completed in 2019

● College of Finance & Management

Business Studies

Result : 3.50 Out of 5.00

Completed in 2014

● Moni Kanan High School

Science

Result : 3.44 Out of 5.00

Completed in 2012

SKILL

Technical Writing • SEO • API Documentation • Google Analytics • Markdown • SQL • Python • CSS • Java Script • PHP • AI Agent Development • Claude Code • Prompt Engineering • LLM Integration • Bot Development

LANGUAGE

English (Professional)

Bangla (Native)

CERTIFICATION & AWARDS

Noteworthy Contributor

Documentation | 2025 | Authlab

Foundations of Digital Marketing and E-Commerce

Feb 2023 | Google

Content Marketing

Feb 2023 | Hubspot Academy

Md Rasel Ahamed

Senior Technical Writer

WORK EXPERIENCE

AuthLab | Senior Technical Writer

Jan 2023 – Present

AuthLab (Parent company of WPMangeNinja.com)

- Lead the creation and management of technical knowledge base for WPMangeNinja's suite of WordPress plugins serving over **1.47 million customers** worldwide — including FluentCart, FluentCRM, Fluent Forms, Fluent Support, Fluent Community, FluentSMTP, Fluent Booking, and WP Social Ninja.
- Develop clear, user-friendly guides, knowledge base articles, and release notes to improve product adoption and customer experience.
- Collaborate closely with product managers, developers, marketers and the support team to ensure accurate and up-to-date content.
- Conduct SEO research and implement content strategies to enhance discoverability and engagement with technical resources.
- Built and manage an AI agent pipeline using Claude, OpenAI Codex, and Google AI Studio that automates knowledge base maintenance, including drafting updates, reviewing content quality, and flagging outdated articles.
- Developed and maintain an n8n-based automation workflow that orchestrates AI agents across the knowledge base lifecycle — from monitoring product changes to publishing review-ready drafts.
- Reduced manual documentation effort significantly by architecting a multi-tool AI system, allowing the team to focus on high-value content decisions rather than repetitive writing tasks.

PluginBuffet | Content Writer

Nov 2021 – Dec 2022

- Created quality blog content focused on WordPress plugins, driving user engagement and brand awareness.
- Developed and executed content marketing strategies to increase website traffic and lead generation.
- Utilized Google Analytics to track content performance, identify trends, and optimize strategies for better reach and engagement.

NotesBee | Content Writer

Dec 2020 – Oct 2021

- Wrote engaging and informative blog content focused on WordPress, enhancing user understanding and driving website traffic.
- Led SEO initiatives, including content planning, keyword research, and on-page optimization, significantly improving website visibility.
- Worked remotely while maintaining strong communication and collaboration with the team to achieve content and marketing goals.

REFERENCES

Md Lutfor Rahaman

Secretary, Ragib Rabeya Foundation

Phone: +880 1720 589 088

Email: lutforrahaman2006@gmail.com

Sayed Qamar An Numan

Support Manager, AuthLab

Phone: +880 1748 341 968

Email: numan@authlab.net