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# EMMANUEL IKECHUKWU NJOKU

WEB HOSTING ENTREPRENEUR | SYSTEMS ADMINISTRATOR | WHMCS  
SPECIALIST | FULL-STACK DEVELOPER

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## PROFESSIONAL SUMMARY

Versatile **Web Hosting & Technical Support Engineer** with strong experience in building and supporting websites and applications. Skilled in WordPress development, hosting environments, DNS and email configuration, malware cleanup, backups, and performance optimization. Also experienced in developing and deploying web and mobile applications (including the CFX app) and e-commerce websites. Known for clear communication, problem-solving, and delivering reliable technical solutions in fast-paced environments.

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## WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/emmanuel-njoku-a1a4a31a1/>
- <https://hwds.com.ng/>

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## SKILLS

WHMCS (support automation)



Security hardening and malware removal



Backups and disaster recovery



Programming



Team collaboration



Problem-solving



API integration



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## WORK HISTORY

**Developer**, 2025 - Current

**GPTServers.net** – Lagos-Nigeria, Lagos

- Built launched GPTServers.net, a white-label web hosting business providing shared hosting, reseller plans, domain registration, and free SSL certificates with instant automated provisioning.
- Designed and deployed the complete technology stack single-handedly: WHM/cPanel reseller, full WHMCS billing & client management system (Pystack gateway, email piping, custom hooks, invoice templates, automated suspensions/terminations).
- Built responsive public website and client area using HTML, CSS, Bootstrap, JavaScript and PHP.
- Implemented zero-touch automation via cron jobs, Let's Encrypt SSL, daily backups, Imunify360 malware protection, and server security hardening.

- Currently managing live customers with 100 % automated operations and 99.9 % uptime.

### **Mobile App Developer and Privacy Policy Compliance, 03/2020 - 12/2025**

- Successfully developing and publishing 17 mobile applications using pure JAVA and Android Studio on Google Play Store.
- Conducted comprehensive privacy policy reviews for each mobile application to ensure full compliance with Google Play Store guidelines and data protection regulations.
- Collaborated with cross-functional teams, enhancing project success rates by 10%.
- Implemented privacy-focused features and functionalities in mobile applications to safeguard user data and ensure compliance with data protection standards.

### **Web Developer & Technical Support Representative, 01/2022 - 2025**

#### **QSERVERS.NET**

- Solving Customers Issues mostly WordPress Critical errors, Website Loading Speed Issues
- Fix Laravel Issues, WordPress Database issues for Clients.
- Troubleshooting SMTP Mailing issues for clients in their hosting.
- Help Clients to install WordPress and set up their accounts
- Proficient in designing and developing e-commerce websites using WordPress, Shopify, and custom HTML & PHP scripting.
- Skilled in using Microsoft Office, including Excel, for daily administrative and operational tasks.
- Provided support to colleagues by assisting with various tasks as needed to ensure smooth workflow and team efficiency.
- Assisted clients in identifying and removing malware from compromised websites, provided preventive security recommendations, and handled daily inbound support calls to resolve technical issues.
- Facilitated new product development trials by maintaining effective communication between customers, sales, and design teams to ensure alignment and smooth execution.
- Actively participated in weekly departmental meetings, contributing insights on new initiatives and technical process improvements.
- Utilized available resources, technical knowledge, and tools to effectively resolve customer inquiries and support requests.

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## EDUCATION

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**B.Sc.:** Chemistry, 01/2019

**Olabisi Onabanjo University - NIGERIA**

**National Youth Service, 01/2021**

**United Bank for Africa - NIGERIA**

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## CERTIFICATIONS

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Wordpress Developer License - 2022

<https://www.linkedin.com/in/emmanuel-njoku-a1a4a31a1/> (For verification)

**Some College (No Degree):** Marketing Management

**Google Digital Marketing Certificate** - Remotely

<https://www.linkedin.com/in/emmanuel-njoku-a1a4a31a1/> (For verification)

WORDPRESS DEVELOPMENT WITH CODE, 06/2022

**Udemy**

<https://www.linkedin.com/in/emmanuel-njoku-a1a4a31a1/> (For verification)

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## ADDITIONAL INFORMATION

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- CPanel / WHM / Plesk
- Managing domains, emails, files, databases, backups.
- Troubleshooting common issues like login problems, quota limits, SSL installs.
- Linux/Unix Command Line
- Familiarity with basic commands: ls, cd, rm, chmod, chown, top, etc.
- SSH access and file permission troubleshooting.
- DNS & Domain Management
- Understanding of A, CNAME, MX, TXT, NS, SPF, DKIM, and DMARC records.
- Diagnosing domain propagation and mail delivery issues.
- Email Troubleshooting
- POP/IMAP/SMTP configuration.
- Webmail issues, email queue problems, spam filtering, and blacklisting.
- FTP / SFTP / File Manager
- Helping users upload, download, and manage files.
- Website Issues
- WordPress, Joomla, or other CMS support.
- Fixing white screen errors, 500/403 errors, PHP errors, database connection issues.
- MySQL / phpMyAdmin
- Database creation, import/export, fixing database connection issues.
- Web Servers
- Apache, Nginx, LiteSpeed basics.
- Restarting services, checking logs (/var/log/apache2/error.log, etc).
- SSL Certificates
- Installing and renewing Let's Encrypt or third-party SSLs.
- Ticketing & CRM Systems
- Using systems like WHMCS, Zendesk, Freshdesk, or internal ticket tools.

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## DEVELOPMENT EXPERIENCE

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Web and Wordpress Developer / Technical Support Engineer – Freelance

- Built, customized, and maintained WordPress websites for clients.
- Debugged PHP errors, plugin conflicts, and theme issues.
- Optimized website speed, security, and responsiveness.
- Integrated third-party services including payment gateways and APIs.
- Deployed and managed websites on shared and VPS hosting environments.
- Worked on websites handling over 10,000 users per hour.

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## TECHNICAL SKILLS

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- HTML, CSS, JavaScript (Basics)
- PHP & WordPress Development
- WordPress Themes & Plugins
- Website Performance Optimization
- MySQL (Basic)
- cPanel, WHM, WHMCS
- Git (Basic)
- REST APIs (Basic)
- 45 WPM Typist
- DNS, SSL, Hosting Infrastructure

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## PROJECTS

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GPTServers.net – Web Hosting Platform

- Developed and maintained a hosting business website.
- Implemented WordPress hosting solutions for clients.

Cryptofx Signal (CFX)– Mobile App Project (PLAYSTORE)

- Developing a Play Store-focused app for crypto/forex signals.