

Henry Perkins — WordPress Support Engineer

PHP · JavaScript · Gutenberg · REST/HTTP/DNS · Root-cause debugging · Customer communication

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TARGET: SUPPORT ENGINEER — WordPress support, site delivery, root-cause debugging, and clear handoff between customers and engineering.

WORDPRESS.COM SUPPORT

Automattic — Happiness Engineer | Remote · Oct–Nov 2012

Resolved WordPress.com user issues across publishing, site configuration, billing, domains, and DNS; wrote clear troubleshooting that addressed root causes rather than symptoms. Turned recurring problems into documentation, bug reports, and reproducible details for product and engineering.

NAMED CLIENT DELIVERY

Independent Technology Consultant | Oct 2022–Present · selected delivery in 2026

LIVE — Delivered [DJ Lee & Voices of Judah](#) from discovery through launch: a booking-first, one-screen flow rebuilt from React as static JavaScript on one Cloudflare Worker, with a server-side `/api/booking` endpoint configured to route requests to the ministry inboxes and no form vendor in the path.

Made delivery and iteration inspectable through the [shipped second design](#) and the [prior public build](#).

PRODUCTION ROOT-CAUSE DEBUGGING

HPerkins Tokens — WordPress block theme | production incident · Jul 2026

SHIPPED — Reproduced a production-only accessibility regression: Page Optimize reversed local stylesheet order; Assembler's unresolved `theme-4` token invalidated the outline shorthand, and equal-specificity rules left buttons without visible keyboard focus rings. Fixed the cascade in [commit c5dc3a1](#) and added a browser regression that replays production ordering before asserting the 3px ring; released as [v0.3.52](#).

UPSTREAM WORDPRESS CONTRIBUTION RECORD

MERGED — [WordPress/ai PR #501](#): authored Content Resizing and Title Generation experiment documentation; merged May 18, 2026.

REPORTED · FIX SHIPPED — [Issue #529](#): reported a Guidelines content-type defect; the maintainer fix in [PR #593](#) merged May 20 and shipped in WordPress AI Plugin 1.0.1.

OPEN — [Issue #732](#): reported the custom-transport request-logging gap; the provider-agnostic fix in [PR #757](#) remains open as of Jul 21, 2026.

TECHNICAL PROOF

AI Provider for Codex — Author | independent WordPress plugin

SHIPPED — [v2.1](#) (Jul 2, 2026; [commit 2827bb5](#)): WordPress AI Client provider for Codex text and capability-gated image generation, using a localhost sidecar and isolated per-user runtime state. Released independently; not merged into WordPress/ai.

HPerkins Tokens — Author | WordPress theme

LIVE + SHIPPED — [v0.3.53](#) · hperkins.blog: theme.json tokens, Gutenberg patterns, accessible focus states, and browser verification against production CSS ordering.

SKILLS & CAREER CONTEXT

WordPress: PHP, JavaScript, Gutenberg, REST API, WP-CLI · **Support:** HTTP, DNS, CSS cascade, browser debugging, escalation triage, customer communication · **Tooling:** Git/GitHub, GitHub Actions, Plugin Check, PHPStan, Cloudflare Workers.

Earlier customer and operations roles: Starbucks Shift Supervisor (2019–2022); Sodexo Starbucks Manager (2018–2019); Clinique Consultant (2015–2017); PageLines Developer Community Manager (2012); Micro Center Customer Service/Sales (2009–2012).