

Amin Poorghafoor

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EXPERIENCE

AI Technical Support Specialist | LimeSpot AI bundles - Shopify | Feb 2025 - July 2025 | Remote, Canada

- Created +**10 GPT-powered prompts** to help the team apply best customer service practices in their replies.
- Implemented **AI** algorithms to provide personalized product recommendations for store owners.
- Used custom prompts to create **friendly**, accurate, and empathetic AI-driven user guidance without sounding like AI.
- Investigated user issues to help the AI draft helpful, user-focused support content.
- Automated ticket routing using GPT-4, Partnered with PM & Eng to ship **10** feature requested by the users

Customer Success & Technical Support Specialist | Automattic - WordPress.com | March 2023 - Feb 2025 | Remote, US

- Actively maintained a **warm, empathetic** approach to resolve both technical/non-technical issues for our users. I used more than 10 custom GPT prompts(+**10 lines of context**) to respond using what I know.
- Provided ongoing guidance to users to help them succeed, not just by fixing immediate issues but also by identifying opportunities to improve their site functionality and long-term user engagement.
- Resolved **6 000+ high-severity** tickets at a **95 % CSAT** and +**4 tickets/hr** pace, equivalent to retaining ~1500 annual subscriptions worth \$300 each. Assisted users with **WordPress plugins** such as **Zapier, WPform, API integrations** and resolved complex challenges related to **DNS records** and **site connections**.

Technical Support | WordPress Developer | Webnus - MEC | March 2019 - August 2022 | Remote, CA

- Constantly upskilled in WordPress development and customer success, taking courses and certifications to stay updated on best practices, including HTML, CSS, JS, and advanced WordPress topics.
- Resolved over **5,000** WordPress-related issues, including complex **plugin conflicts, Zapier integration with Modern Event Calendar**, theme customizations, and troubleshooting. Helped users achieve optimal site performance and user experience.
- Supported and trained clients on plugin functionalities, ensuring smooth integration and usage across various themes and platforms.

WordPress Expert | Freelanceer - MAAT | January 2016 - March 2019 | Remote

- I was heavily involved in the development of over **50 business websites** and set their API integrations..
- Managed site updates, implemented new features, and customized layouts using **PHP** and **Advanced Custom Fields (ACF)**, delivering functional and visually appealing websites.

Skills: Web Development (including troubleshooting, theme/plugin customization) - Familiarity with APIs - Technical Support & Customer Success - Time Management, Communication, Empathy - eCommerce (WooCommerce experience)

Tools: CRM (Zendesk - Intercom - Freshdesk) - Slack - Microsoft Teams - ClickUp - Trello- Notion

Certifications:

- **HTML, CSS, PHP and JS** for Web Developers The Johns Hopkins University Issued Jun 2021
- Upwork Skill Certification - **Customer Service** Provider: Upwork
- **OpenAI API - OpenAI Academy**- In Progress