Amin Poorghafoor Mehrani

WordPress Developer | Technical Support Agent

ameenpeem@gmail.com

3 593184275

₹ 57 Chubainashvili St, Tbilisi, Georgia

DoB: 1995-07-29

Marital Status: Married

Military Service: Medical Exemption

Profile Summary

I am Amin Poorghafoor, a WordPress Developer and Technical Support Engineer with over 6 years of experience, included Zendesk and Freshdesk platforms.

I have helped thousands of customers resolve complex issues related to WordPress themes, plugins, and web development. I'm known for my ability to troubleshoot, problem-solve, and optimize websites, ensuring seamless performance and customer satisfaction.

Skills



Education

2014 - 2018 Bachelor of Mechanical engeenering

Branch: solid

Institute/University: pardis

Tbilisi, Georgia

GPA: 15.30

Work Experience

March 2022 - WordPress Happiness Contractor (Technical Support Agent)

Present

Automattic - WordPress

Remote, United States of America (USA)

Tasks and Achievements

- Provide technical support to WordPress users via email and chat
- Troubleshoot and resolve issues related to themes, plugins, and overall website functionality.
- Assist with website migrations, domain mapping, and platform configuration, ensuring minimal
- Collaborate with cross-functional teams to escalate bugs, suggest product improvements, and test updates.
- Consistently received high customer satisfaction scores, regularly exceeding performance targets.

March 2019 - Technical Support Engineer | Front End and Back End Developer

August 2022

Webnus

Tbilisi, Georgia

Tasks and Achievements

- Supported customers by providing technical solutions and guidance for WordPress plugins, including modern event calendar and themes.
- Resolved complex customer issues by diagnosing server performance, debugging scripts, and improving site speed through caching techniques.
- Managed escalated technical issues via Zendesk and Freshdesk platforms, maintaining a 75%+ satisfaction rate.
- Assisted in SEO optimization and website customization, improving overall functionality for clients.
- PHP and JavaScripts, MySql, jQuerry

July 2018 - Website Developer/Designer

March 2019

MAAT Company

Remote, Georgia

Tasks and Achievements

- Developed and designed responsive websites using HTML5, CSS3, and JavaScript
- Collaborated with clients to gather requirements and implement design ideas
- Optimized websites for search engines (SEO) to improve online visibility and user experience
- Created custom graphics and layouts using Adobe Photoshop and Illustrator
- Performed website maintenance tasks, including bug fixing and content updates

January 2016 - Web Designer

February 2018

Rah-Hoosh

Remote, Georgia

Tasks and Achievements

- Designing and developing visually appealing websites using HTML, CSS, and JavaScript
- Creating and optimizing graphics and images for website use
- Collaborating with clients to gather requirements and incorporate feedback into website designs
- Ensuring websites are responsive and compatible with various devices and browsers
- Implementing SEO best practices to improve website visibility and ranking on search engines

Language

English

Reading Writing Well Speaking Listening Listening

Certificates

March 1400 HTML/CSS/Javascript

Institute: John Hopkins University

January 1400 Python Programming

Institute: University Of Michigan

February 2023 Digital Marketing
Institute: Google

February 1400 Python Data Structure
Institute: University of Michigan

July 2022 Front end Development with React
Institute: The Hong Kong University of Science and Technology

amin-mehrani

Problem-solving and troubleshooting abilities

Customer empathy and ability to de-escalate challenging situations

Strong collaborator

Comfortable working in dynamic environments with evolving challenges like new Als

■ Eager to learn new technologies and processes

Social Network

Soft Skills



Jun 8, 2021

Amin Poorghafoor Mehrani

has successfully completed

HTML, CSS, and Javascript for Web Developers

an online non-credit course authorized by Johns Hopkins University and offered through Coursera

COURSE CERTIFICATE



Yankov C

Yaakov Chaikin Adjunct Professor, Graduate Computer Science Whiting School of Engineering Johns Hopkins University

Verify at coursera.org/verify/PF8YX8XH4WBT

Coursera has confirmed the identity of this individual and their

This certificate does not affirm that this learner was enrolled as a student at Johns Hopkins University. It does not confer a JHU grade, course credit or degree; establish a relati



Feb 20, 2022

Amin Poorghafoor Mehrani

has successfully completed

Building Web Applications in PHP

an online non-credit course authorized by University of Michigan and offered through Coursera

Coursera

Charles Severance Clinical Professor, School of Information University of Michigan

Verify at: coursera.org/verify/USYXJWZNQGSL

Coursera has confirmed the identity of this individual and their participation in the course.



Jul 10, 2021

Amin Poorghafoor Mehrani

has successfully completed

Using Python to Access Web Data

an online non-credit course authorized by University of Michigan and offered through Coursera

Coursera

Charles Severance Clinical Professor, School of Information University of Michigan

> Verify at coursera.org/verify/VSQ95MGZ2VBC Coursera has confirmed the identity of this individual and their participation in the course.



Apr 26, 2021

Amin Poorghafoor Mehrani

has successfully completed

Programming for Everybody (Getting Started with Python)

an online non-credit course authorized by University of Michigan and offered through Coursera

Coursera

Charles Severance Clinical Professor, School of Information University of Michigan

Verify at coursera.org/verify/KGEFNVSFYR58
Coursera has confirmed the identity of this individual and their participation in the course.



May 19, 2021

Amin Poorghafoor Mehrani

has successfully completed

Python Data Structures

an online non-credit course authorized by University of Michigan and offered through Coursera



Charles Severance Clinical Professor, School of Information University of Michigan

Verify at coursera.org/verify/U8GDCZYVLCTV
Coursera has confirmed the identity of this individual and their
participation in the course.



Jul 1, 2022

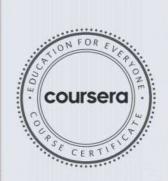
Amin Poorghafoor Mehrani

has successfully completed

Front-End Web Development with React

an online non-credit course authorized by The Hong Kong University of Science and Technology and offered through Coursera

COURSE CERTIFICATE



J. k. mippala

Jogesh K. Muppala Associate Professor, Department of Computer Science and Engineering The Hong Kong University of Science and Technology

Verify at: https://coursera.org/verify/HH5DWHALEKC3

Coursera has confirmed the identity of this individual and their participation in the course.



Jun 15, 2021

Amin Poorghafoor Mehrani

has successfully completed

Build a Full Website using WordPress

an online non-credit course authorized by Coursera Project Network and offered through Coursera

COURSE CERTIFICATE



Stacey Shanklin-Langford

Stacey Shanklin-Langford Subject Matter Expert Freedom Learning Group

Verify at coursera.org/verify/GGKU5BJFRY42

Coursera has confirmed the identity of this individual and their participation in the course.

