Amin Poorghafoor Mehrani

WordPress Developer | Technical Support Agent

✉ ameenpeem@gmail.com

📞 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

✔ html 5 ✔ css3 ✔ helpdesk ✔ wordpress ✔ php,html,css ✔ Zendesk ✔ Slack ✔ jquery

✔ python ✔ adobe photoshop ✔ content creating ✔ acf ✔ Socia Networking

Education

2014 - 2018 ◻ **Bachelor of Mechanical engeenering**

Branch: solid

Institute/University: pardis

Tbilisi, Georgia

GPA: 15.30

Work Experience

March 2022 - Present ◻ **WordPress Happiness Contractor (Technical Support Agent)**

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 downtime.
- 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 - August 2022

�É **Technical Support Engineer | Front End and Back End Developer**

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 - March 2019

�É **Website Developer/Designer**

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 - February 2018

�É **Web Designer**

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	▮▮▮▮▮	Speaking	▮▮▮▮▯	Listening	▮▮▮▮▮

Certificates

March 1400

�É **HTML/CSS/Javascript**

Institute: John Hopkins University

January 1400

�É **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

Social Network

in amin-mehrani

Soft Skills

◲ **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 AIs**

◲ **Eager to learn new technologies and processes**

JOHNS HOPKINS
UNIVERSITY

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

Yaakov C.

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

UNIVERSITY OF MICHIGAN

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

Charles Severance
Clinical Professor, School of Information
University of Michigan

EDUCATION FOR EVERYONE · COURSE CERTIFICATE ·

coursera

UNIVERSITY OF MICHIGAN

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

Charles Severance
Clinical Professor, School of Information
University of Michigan

EDUCATION FOR EVERYONE · COURSE CERTIFICATE ·

coursera

UNIVERSITY OF MICHIGAN

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

Charles Severance
Clinical Professor, School of Information
University of Michigan

coursera

EDUCATION FOR EVERYONE · COURSE CERTIFICATE

Verify at coursera.org/verify/KGEFNVSFYR58

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

UNIVERSITY OF MICHIGAN

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

EDUCATION FOR EVERYONE · coursera · COURSE CERTIFICATE

Charles Severance
Clinical Professor, School of Information
University of Michigan

COURSE
CERTIFICATE

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

J. K. muppala

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

EDUCATION FOR EVERYONE · coursera · COURSE CERTIFICATE

coursera
project
network

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

Stacey Shanklin-Langford

Stacey Shanklin-Langford
Subject Matter Expert
Freedom Learning Group

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coursera
COURSE CERTIFICATE

* New and my open tickets > 123181

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Show activities   <   ⋯   >

⊕ Chrome 104.0.0.0   🍎 Mac OS 10.15.7   ⊕ /support/home

Modern Events Calendar Support Team replied
a day ago (Wed, 24 Aug 2022 at 2:07 AM)

To: antal@blauwenacht.nl

Hello,

Thanks for reaching out,
1. Booking cancellation notification is not Event cancellation, they are 2 separated things. Unfortunately we have no notification for cancelled events.
2. This also is not possible by default in our plugin but it may be possible to customize. please submit a custom development request and our editorial manager will get back to you, If you wish you can fill out this form for a custom job.
https://forms.gle/ut89gd36wEVgZLPJ8
https://webnus.net/support/

Technical Support - Webnus Co

If you have a new question or concern, please submit a new support ticket with our team here.

MEC Demo | MEC Documentation | Add-Ons Demo | Add-Ons Documentation | Knowledge | Troubleshooting | Use CSS

Note: *Find your tickets here:* https://support.webnus.net/support/tickets?filter?requested_by=0&wf_filter=all

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Answered
since a day ago

PROPERTIES

Tags

Product
Modern Events Calenda ▾

Addons
None ▾

License Key
00197c4b8595629406665

Assignee
▾

Type
Question ▾

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⟳ Show activities   ⟨   ⋯   ⟩

⊕ Chrome 104.0.0.0   🖥 Windows 10   ⊕ /support/home

Modern Events Calendar Support Team replied
5 days ago (Sat, 20 Aug 2022 at 2:38 AM)

✉ To: familyconnectionnft@gmail.com

Hello,

Thanks for reaching out,
Regarding to your three questions:
1.It is possible to customize single page layout with "Single Builder Addon" which you can read more about in here:
https://webnus.net/dox/modern-events-calendar/mec-single-builder-addon/
2. Yes it is possible by adding a custom css code.
3.I'm afraid not, but you can combine a few shortcodes to acquire a view close to what you desire. please head over to this link :
https://webnus.net/modern-events-calendar/ and hover over Demo where you can preview every style of view available.
You can use these shortcodes alongside each other to create a page with two or more section showing different kinds of events.

Technical Support - Webnus Co

If you have a new question or concern, please submit a new support ticket with our team here.

MEC Demo | MEC Documentation | Add-Ons Demo | Add-Ons Documentation | Knowledge | Troubleshooting | Use CSS

Note: *Find your tickets here:* https://support.webnus.net/support/tickets?filter?requested_by=0&wf_filter=all

Answered
since 5 days ago

PROPERTIES

Tags

Product

Modern Events Calenda ˅

License Key

Assignee

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Type

Question   ˅

Live URL

www.nftscene.net

Update