

Amin P. Mehrani

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SUMMARY

A skilled web developer with certifications from the **University of Michigan and Johns Hopkins** and **6+** years of experience in **Web Development and Technical Support**. Seeking a **Technical or Customer Support** role to leverage expertise in **WordPress** and **Web Development**.

EXPERIENCE

Technical Support Agent | Automattic - WordPress.com | March 2022 - Present | Remote, US

- Resolved over **4,500** website technical support tickets with a satisfaction rate of **70%+**.
- Consistently maintained a pace of **4+ tickets** per hour throughout my entire role at **Automattic**.
- Assisted users with **plugins, themes, billing** issues, as well as complex challenges related to **domain names, DNS records, and connections**.

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

- Resolved over **6,000** technical issues involving the integration of the MEC plugin with various WordPress themes and plugins.
- Customised users' plugins by modifying functionality with **PHP** and enhancing the layout with CSS and **JavaScript** adjustments.

WordPress Developer | Freelance - MAAT | January 2016 - March 2019 | Remote

- Developed over **50** websites using various WordPress setups, including **WPBakery** (HTML/CSS/jQuery/JS), Elementor, and Muffin Builder. Maintained site updates and implemented new features and layouts with **PHP** and **Advanced Custom Fields** (ACF).

CERTIFICATES

- HTML, CSS, and Js for Web Developers The Johns Hopkins University Issued Jun 2021
- WordPress architecture basics, WordPress projects.org Issued 2021
- Using PHP in Web Development, University of Michigan Issued 2020

SKILLS

- **Languages:** JavaScript, php, React, HTML, CSS
- **Skills:** Problem-solving, Troubleshooting, Collaborator, Leadership, AI enthusiast, Fast learner, anything related to WordPress, plugins, themes, Tailwind, Sass, git, github, a little bit of SQL