

# Amin P. Mehrani

Email: ameenpeem@gmail.com | <https://www.linkedin.com/in/amin-mehrani> |  
Website: <https://aminpm.site> | Address: Tbilisi, Georgia

## 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).

**Software Engineer Intern** | Innovate Digital | November 2020 - February 2021 | Melbourne, Australia

- Developed Python-based backend services for a healthcare application, supporting real-time patient data tracking
- Optimised SQL queries and database operations in PostgreSQL, reducing data retrieval times by **12%**.
- Worked closely with senior engineers to ensure code followed best practices and met performance standards.

## 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