

LAZAR MILICEVIC

Senior Platform Engineer | Cloud & AI Automation Specialist | WordPress Support Engineer

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LinkedIn | GitHub | → Portfolio & Live Demos

PROFESSIONAL SUMMARY

WordPress Technical Support Engineer with 10+ years of experience in WordPress themes, WordPress plugins, and WooCommerce development. Strong expertise in HTML, CSS, PHP, and JavaScript with deep understanding of browser console errors and debugging via developer tools. Patient and polite when dealing with support queries via email ticketing systems like HelpScout. Skilled at creating CSS snippets and PHP snippets for customer customizations. Proven track record providing technical support for WordPress products with clear professional written English communication. Previously founded IT services company delivering WordPress development and WooCommerce implementations for 50+ enterprise clients.

CORE SKILLS

WordPress | WordPress Themes | WordPress Plugins | WooCommerce | HTML | CSS | PHP | JavaScript | CSS Snippets | PHP Snippets | Browser Console | Developer Tools | Debugging | HelpScout | Email Support | Technical Support | Bug Reports | Feature Requests

TECHNICAL SKILLS

WordPress Development

WordPress | WordPress Themes | WordPress Plugins | WooCommerce | Theme Customization | Plugin Development | Child Themes

Frontend Technologies

HTML | CSS | JavaScript | CSS Snippets | Responsive Design | Browser Console | Developer Tools | Debugging

Backend Technologies

PHP | PHP Snippets | MySQL | REST APIs | WordPress Hooks | Actions | Filters

Support & Tools

HelpScout | Email Support | Zendesk | Bug Reports | Feature Requests | Git | GitHub

WORK EXPERIENCE

Platform Engineer & Technical Support

French Biotech Company | Paris, France (Remote)

January 2025 - Present

- Provide technical support via email ticketing system, compiling bug reports and recording feature requests
- Debug technical issues using browser console and developer tools for efficient problem resolution
- Create custom CSS snippets and automation scripts for platform customizations
- Maintain patient and polite communication when dealing with support queries from 500+ users
- Write clear professional documentation in English for technical processes and user guides
- Collaborate with engineering teams to escalate bug reports and prioritize feature requests

IT Support Engineer

Gategroup | Zurich, Switzerland (Remote)

February 2023 - January 2025

- Provided enterprise-level technical support via email with clear written English communication
- Used browser console and developer tools for debugging and troubleshooting web applications
- Maintained patient and polite approach when dealing with support queries across global offices
- Compiled detailed bug reports and documented feature requests for development teams
- Maintained 95%+ SLA compliance through efficient email support workflows

Senior IT Engineer

Customer Success Management Company | Belgrade, Serbia

January 2022 - January 2023

- Delivered technical support for clients using WordPress and WooCommerce platforms
- Created custom CSS snippets and PHP snippets for client website customizations
- Debugged WordPress themes and WordPress plugins using browser console and developer tools
- Provided email support with clear written English for technical issues

Founder & WordPress Developer

IT Services Company | Belgrade, Serbia

2014 - 2022

- Founded IT services company delivering WordPress development for 50+ enterprise clients
- Built and customized WordPress themes and WordPress plugins for client websites
- Developed WooCommerce stores with custom PHP snippets and CSS snippets for unique functionality
- Provided ongoing technical support and email support for WordPress products
- Created custom HTML, CSS, PHP, and JavaScript solutions for client requirements
- Used browser console and developer tools for debugging client websites
- Maintained patient and polite client relationships with clear written English communication
- Compiled bug reports and feature requests for continuous improvement

KEY PROJECTS

Fakturko - SaaS Invoicing Platform

PHP, JavaScript, CSS, React Native, REST APIs
Full-stack SaaS platform with custom frontend using HTML, CSS, and JavaScript. Backend built with PHP and REST APIs.
Demonstrates strong debugging skills and developer tools proficiency.

Stylera - Booking Platform

React, TypeScript, CSS, Supabase
Full-stack booking platform with custom CSS styling and JavaScript interactivity. Email automation integration. Demonstrates HTML, CSS, and JavaScript expertise with debugging via developer tools.

WordPress Client Websites

WordPress, WooCommerce, PHP, CSS, JavaScript
Developed 50+ WordPress sites with custom WordPress themes and WordPress plugins. Created custom CSS snippets and PHP snippets for client customizations. WooCommerce implementations with custom functionality.

EDUCATION AND CERTIFICATIONS

Bachelor's Degree in Information Technology

University of Belgrade | Belgrade, Serbia

Certifications:

- AWS Certified Cloud Practitioner - Amazon Web Services
- Microsoft Azure Fundamentals (AZ-900) - Microsoft
- ITIL Foundation - IT Service Management
- Google Analytics Certification - Google

ADDITIONAL INFORMATION

Languages: English (Professional - Clear Written Communication), Serbian (Native)

Location: Belgrade, Serbia (European Timezone - Available for 1900-2300 UTC coverage)

Work Style: Patient and polite, high attention to detail, commitment to quality work

Availability: Available for part-time remote positions (4 hours daily)