Amin P. Mehrani

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A highly skilled technical support professional with **6**+ years of experience in **Web Development** and resolving complex technical issues for **WordPress** users. Proven ability to handle high ticket volumes with a customer satisfaction rate of **90%**+. Expertise in troubleshooting, customer support, and **WordPress development**, seeking to leverage these skills in a **technical support** role to enhance user experiences and drive satisfaction.

EXPERIENCE

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

- Resolved over **4,500 technical support tickets** with a customer satisfaction rate of **90%**+.
- Consistently maintained a **pace of 5**+ **tickets per hour**, exceeding company expectations for productivity and efficiency.
- Assisted users with **WordPress plugins, themes, billing issues**, and resolved complex challenges related to **domain names, DNS records, and site connections**.
- Helped improve the **overall customer experience** by ensuring timely responses and accurate solutions, leading to **increased user retention**.

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

- Resolved over **6,000 technical issues** related to the integration of the MEC plugin with various WordPress themes and plugins.
- Customized and optimized plugins for users, improving functionality using **PHP**, and enhanced layouts with **CSS** and **JavaScript** adjustments to meet specific client requirements.
- Supported and trained clients on plugin functionalities, ensuring smooth integration and usage across various themes and platforms.

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

- Developed and maintained over **50 websites** using various WordPress builders such as **WPBakery, Elementor, and Muffin Builder**.
- Managed site updates, implemented new features, and customized layouts using **PHP** and **Advanced Custom Fields** (**ACF**), delivering functional and visually appealing websites.
- Collaborated closely with clients to ensure their needs were met, providing support post-launch to maintain site performance.

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 **Tools**: Zendesk, Freshdesk, WordPress Admin, cPanel, MySQL
- **Technical Skills**: WordPress Development, Troubleshooting, Plugin/Theme Customization, DNS & Domain Management, Tailwind, Sass, Git, GitHub, ACF
- **Soft Skills**: Problem-solving, Active Listening, Conflict Resolution, Collaboration, Communication, Leadership, Fast Learner