

# SHAMEEM REZA

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Highly skilled and motivated WordPress, WooCommerce and Front End Developer with a strong Computer Science and Project Management background. Committed to delivering exceptional WordPress solutions and providing technical support for clients. Seeking opportunities to utilize my expertise in WordPress and WooCommerce fixing, customization, and technical support to contribute to the success of a dynamic organization.

## Professional Experience

Customer Happiness Contractor

**Automattic Inc.**

October 2022–Present

- Troubleshoot and resolve technical issues related to WordPress, WooCommerce and Jetpack.
- Provide technical support to customers, addressing inquiries and resolving issues promptly and professionally.
- Conducted quality assurance testing to identify and fix bugs, ensuring a smooth user experience.
- Collaborated with cross-functional teams, including designers and content creators, to ensure seamless visual elements and content integration into WordPress websites.

WordPress Customer Happiness Engineer

**BionicWP.com**

July 2022–April 2023

- Optimize website performance by implementing caching, optimizing images, and leveraging other techniques.
- Perform website backups, updates, and security audits to ensure the integrity and security of WordPress installations.
- Provide technical support to clients, addressing inquiries and resolving issues promptly and professionally.
- Collaborate with clients to understand their requirements and provide tailored WordPress solutions.

Senior WordPress and WooCommerce Developer

**Appbuff**

July 2019–June 2022

- Develop, customize, and maintain WordPress websites using best coding practices and adhering to industry standards.
- Conducted quality assurance testing to identify and fix bugs, ensuring a smooth user experience.
- Collaborate with clients and App developers to understand their requirements and provide tailored WordPress solutions.
- Troubleshoot and resolve technical issues related to WordPress, WooCommerce, Gutenberg and Elementor.

WordPress Developer and Support Ninja

## NRG Themes

December 2015–June 2017

- Troubleshoot and resolve technical issues related to WordPress, WooCommerce, and Visual Composer.
- Write Technical documentation for themes and customization.
- Conducted quality assurance testing to identify and fix bugs, ensuring a smooth user experience.

Freelance WordPress and WooCommerce Developer

## UpWork

Jan 2012–Present

- Develop, customize, and maintain WordPress websites using best coding practices and adhering to industry standards.
- Collaborate with clients to understand their requirements and provide tailored WordPress solutions.
- Troubleshoot and resolve technical issues related to WordPress, WooCommerce, and Elementor.
- Conducted quality assurance testing to identify and fix bugs, ensuring a smooth user experience.

## Education

- **BSc in Computer Science, Binary University College, Malaysia, 2013.**
- **Postgraduate Diploma in Project Management, Edupro, UK, 2023**

## Skills

- **WordPress Development:** Extensive experience in developing and customizing WordPress websites, themes, and plugins.
- **WooCommerce:** Proficient in setting up and configuring WooCommerce, managing product listings, Fixing bugs, customising and integrating payment gateways.
- **Elementor:** Skilled in utilizing Elementor page builder to create visually appealing and user-friendly WordPress websites.
- **Gutenberg:** Proficient and expert in using and customising WordPress websites using WordPress Blocks editor.
- **Programming Languages:** Proficient in HTML, CSS, JavaScript, PHP, and MySQL.
- **Project Management:** Well-versed in project management methodologies, ensuring timely delivery and effective stakeholder communication.
- **Troubleshooting and Technical Support:** Proven ability to diagnose and resolve WordPress-related issues, providing prompt technical support to clients.

## Projects

- [Roach](#): A lightweight, SEO-optimized, fast-loading WordPress theme built for niche bloggers.
- [Lightweight FAQs](#): A lightweight, SEO-optimized, fast-loading WordPress theme built for niche bloggers.
- [Testimonial for Elementor](#): A lightweight WordPress Plugin for showing testimonials using Elementor page Builder.
- [Codexai](#): ChatGPT and OpenAI integration using JavaScript.