

MUHAMMAD SAMI

WORDPRESS AND SHOPIFY EXPERT

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WordPress and Shopify Developer with 4+ years of experience in building and optimizing websites and the e-commerce stores. Skilled in WordPress themes, Shopify design, SEO, and speed optimization. Also experienced in TikTok automation, faceless video editing, and content optimization.

EXPERTISE

WordPress	UI/UX	E-Commerce
Shopify	SEO	Automation

KEY ACHIEVEMENTS

- **Customer Success.** Delivering quality WordPress theme support at BlackPearlsPro, boosting client satisfaction.
- **Store Optimization.** Customized Shopify stores at Adnan Work Zone, improving branding, UX, and conversions.

PROFESSIONAL EXPERIENCE

Customer Support Specialist – BlackPearlsPro – Remotely Jun 2023 - Present

- Customized websites to enhance usability and design consistency.
- Improved support documentation, enabling faster client issue resolution.
- Created video tutorials and visual guides to simplify customer onboarding.
- Collaborated with teams to streamline support and boost user experience.
- Delivered WordPress theme support, resolving issues and improving client satisfaction.

WordPress Developer – process.com.pk – Onsite Feb 2023 - May 2023

- Built and maintained WordPress websites with responsive layouts.
- Troubleshoot technical issues, improving site performance and reliability.
- Supported UI/UX enhancements to increase engagement and usability.

Shopify Developer – Adnan Work Zone – Part Time(Onsite) Aug 2024 - April 2025

- Conducted product research and optimized listings for better sales.
- Designed and customized Shopify stores aligned with client branding.
- Enhanced store performance through speed and conversion improvements.

EDUCATION

Bachelor of Science in Computer Science 2023 - Present

Virtual University of Pakistan

- Relevant coursework in Web Development, Database Systems, and Software Engineering.

ADDITIONAL INFORMATION

- **Languages:** English, Urdu, Punjabi.
- **Certifications:** WordPress Developer Internship – process.com.pk.
- **Activities:** Developing TikTok automation content, working toward Creator Reward Program eligibility.