Brandon Copeland

WordPress Support Specialist

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Overview

Dedicated and results-driven WordPress Support Specialist with over 5 years of experience in providing exceptional technical support and solutions to clients, ensuring seamless WordPress website functionality. Proficient in troubleshooting, plugin customization, and customer service to deliver world class support at any level.

EXPERIENCE

WordPress Support Specialist

BoldGrid Themes | Virginia Beach, VA - Feb 2021 - Present

- Provide expert-level WordPress support to a diverse client base, resolving issues related to website functionality, performance, and security.
- Collaborate with clients to understand their specific needs and tailor WordPress solutions to meet their objectives.
- Perform routine website maintenance tasks, including WordPress core and plugin updates, database optimization, and security audits.
- Develop custom WordPress themes and plugins to address unique client requirements, optimizing website performance and user experience.
- Conduct comprehensive website audits, identifying areas for improvement in SEO, speed, and user engagement.
- Train clients and team members in WordPress best practices and assist in onboarding new clients.
- GitHub push/pull request for new features and bug patches for themes and plugins.

Technical Support Specialist

InMotion Hosting | Virginia Beach, VA - Jan 2019 - Feb 2021

- Provided first-class technical support to customers via phone, chat, email, and ticketing systems, addressing inquiries related to web hosting, domain management, email setup, and website troubleshooting on IMH servers.
- Quickly diagnosed and resolved hosting-related issues, minimizing downtime and ensuring a seamless online experience for customers.
- Assisted customers in configuring and managing their hosting accounts, including cPanel, Plesk, and other control panels.
- Educated customers on best practices for website security, performance optimization, and data backups.
- Collaborated with cross-functional teams to escalate and resolve complex technical issues, ensuring a high level of customer satisfaction.
- Contributed to the creation and maintenance of a comprehensive knowledge base, including writing support articles and tutorials for customers.
- Consistently met and exceeded performance metrics, including response time, issue resolution, and customer satisfaction scores.

Freelance WordPress Developer

SitesByYogi.com | Remote - Self Employed | Aug 2018 - Present

- Collaborated with a diverse clientele to understand their specific web development needs and objectives.
- Designed and developed custom WordPress websites from scratch, adhering to best practices in coding, user experience, and SEO optimization.
- Created and customized WordPress themes and plugins to meet unique client requirements, providing a seamless user experience and enhanced functionality.

FREELANCE EXPERIENCE (cont)

- Conducted website audits and performance optimizations, improving site speed, security, and search engine rankings.
- Implemented e-commerce solutions using WooCommerce and integrated payment gateways to enable online transactions.
- Provided ongoing website maintenance, including regular updates, backups, and troubleshooting to ensure site stability.
- Delivered comprehensive training to clients, empowering them to manage and update their WordPress websites independently.

Creative Director

UHS Window Tinting and Blinds | Alpharetta, Ga | Mar 2016 - Aug 2018

- Collaborated closely with the UHS marketing team to understand their unique needs and objectives for their online presence.
- Designed and developed a customized WordPress website that effectively showcases the company's services, product offerings, and project portfolio.
- Integrated user-friendly features such as online appointment scheduling, a gallery of completed projects, and a blog to enhance user engagement.
- Utilized SEO best practices to optimize the website for local search results, improving online visibility and driving targeted traffic.
- Conducted regular website maintenance, including updates, security checks, and performance optimizations to ensure a seamless online experience for visitors.
- Provided training to UHS staff on how to update and manage website content, ensuring the site remains up-to-date.

Certifications

- **WordPress Certified Plugin Developer** - WordPress.org
- **Advanced SEO Specialist** - LinkedIn Learning (Lynda.com)
- **Google Ads Specialist** - Google

EDUCATION

Virginia State University | Petersburg Va- *Mass Communications*

AUGUST 2007 - JAN 2010

Virginia State was one of the best experiences of my life. The connections and relationships I forged truly have lasted a lifetime. Although I did not complete my education at VSU I gained the knowledge necessary to prepare me for the next phase of my life.

Comptia A+ Certification | Rowsell, GA | *Earned A+ cert*

MARCH 2014

The A+ certification prepared me for a career in the tech industry. I was able to familiarize myself with all working parts of a computer and expand my knowledge of hardware as well as software.

Georgia Tech | Atlanta, GA- *Coders Bootcamp*

FEB 2018 - AUGUST 2018

Learned Front-End Design concepts such as HTML, CSS, and JS as well as backend ideologies like PHP and Node Js. Also retained professional coding standards as well as project management skills.

SKILLS

- WordPress Development
- Custom Theme and Plugin Development
- HTML5, CSS3, JavaScript
- PHP and MySQL
- Responsive Web Design
- Local SEO Optimization
- E-commerce Development
- Website Performance Optimization
- Website Auditing and Troubleshooting
- Content Management Systems (CMS)
- Graphic Design (if applicable)
- Client Collaboration
- Time Management
- Problem Solving
- Excellent Communication