

ADIL ISHTIAQ

WordPress Developer

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Motivated and detail-oriented technology professional with hands-on experience in WordPress development, AI-powered automation, and basic Python programming. Strong communicator with a customer-focused mindset and a passion for solving real-world problems through simple, efficient digital solutions. Continuously learning and applying modern tools to improve user experience, workflow efficiency, and overall product quality.

WORK EXPERIENCE

WordPress Developer | University of South Asia

Sep 2024 - June 2025

- Designed, developed, and maintained responsive WordPress websites for academic and departmental use, focusing on performance, usability, and accessibility.
- Customized WordPress themes and plugins, managed content updates, and applied basic SEO practices to improve functionality and site visibility.
- Ensured website security, backups, and smooth performance while collaborating with faculty and peers to deliver user-friendly web solutions.

Customer Support Officer | Abacus

Aug 2025 - Present

- Managed customer queries and provided timely support, ensuring high client satisfaction and retention.
- Resolved complaints efficiently using clear communication and problem-solving skills, improving overall service quality.
- Maintained client records, monitored feedback, and collaborated with teams to enhance service processes.

SKILLS

Hard Skills

- Problem-Solving & Logical Thinking
- Communication & Teamwork
- Customer Support & Client Interaction
- Continuous Learning & Adaptability

Technical Skills

- WordPress Development (Themes, Plugins, Responsive Design)
- Python & Automation Scripts
- Figma & Canva Design

EDUCATION

Bachelor of Science (BS) in Computer Science

2024 - Present

Virtual University

OTHER

- **Certified:** Google Cyber Security
- **Languages:** English, Urdu