

Russell Aaron

WORDPRESS SUPPORT SPECIALIST

- Las Vegas, NV
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- Full Job History on LinkedIn: <https://www.linkedin.com/in/russellaaronwp/>
- WordPress Website: RUSSELLENVY.COM



Professional Summary

Experienced WordPress Backend Developer and Support Technician with over 15 years of experience specializing in website development, maintenance, and technical support. Expertise in managing complex WordPress installations, corporate websites, plugin updates, woocommerce, membership subscriptions, and site speed optimization. Strong leadership abilities, hands-on experience in managing support teams and providing high-quality customer service in a timely fashion.

Professional Experience

NerdPress | Site Speed Team - Remote

Site Speed and Core Web Vitals Specialist
June 2022 – August 2024

- Led initiatives to improve Google Page Speed Insights scores for 500+ clients, enhancing website performance and SEO rankings w/ a focus on optimizing WordPress plugins
- Provided WordPress technical support, client facing documentation and guidance on Core Web Vitals and best practices for site speed via email, chat and ticketing systems
- Collaborated with cross-functional teams to resolve complex site performance issues, improving overall user experience.

Liquid Web / Nexcess – Remote

WordPress Support Technician II
Jul 2020 – May 2023

- Led a team of 10+ support technicians, providing server specific technical solutions for WordPress-related technical issues via phone, email, chat and ticketing systems
- Reduced average call duration and ticket resolution time by implementing new troubleshooting protocols.
- Acted as the go-to expert for complex support cases, including PHP applications and full-stack development.

Core Competencies

- WordPress Development & Maintenance
- Site Speed Optimization & Core Web Vitals
- Full-Stack Development (HTML, CSS, PHP, JS, jQuery, Bootstrap)
- Plugin & Theme Customization
- Technical Support (CLI, cPanel, GitHub, Jira, Helpscout, Jira, Zendesk)
- Managed WordPress Hosting & Server Side Scripts
- Support Via Email, Chat, Ticketing Systems and Phone Calls.

Other Job Experiences

- Plaza Hotel and Casino | Las Vegas, NV | Full Stack Developer | Sep 2018 – Jul 2020
- WebDevStudios / Maintain | Remote | WordPress Support Technician | May 2016 – Aug 2018
- Valley West Mortgage – Las Vegas, NV | Creative Director & Full-Stack Developer | Feb 2011 – Apr 2016

REFERENCES

Available upon request.