



Dragan Ostojic

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LINKS

[Website](#), [LinkedIn](#), [Upwork](#):

01 PROFILE

I am a WordPress developer with over 5 years of experience in WordPress website building and WordPress customer support. In the first 3 years, I worked as an Upwork top rated freelancer and I had five long term contracts with 100% job success and I efficiently created over 40 WordPress websites with coding custom WordPress themes and customizing premium ones in order to suit the client needs.

In December 2017 I started to work at GoDaddy as Managed Services WordPress Expert and this is my current position and until now I have worked on over 3200 customer requests (troubleshooting and fixing WordPress plugin issues, theme and WordPress core files issues, theme modifications, website maintenance, page speed optimization, database optimization and fixing of database connection errors, HTTPS redirects and fixing of mixed content issues, troubleshooting and fixing contact form issues, Performance Reports, troubleshooting and fixing of login issues, changing of an existing page element in WordPress, import-export of databases...) and I have 3 years experience in Customer Support and excellent personal CSS and NPS score.

02 EMPLOYMENT HISTORY

Nov 2017 — Present

Remote position

Managed Services WordPress Expert at GoDaddy

In December 2017 I started to work at GoDaddy as Managed Services WordPress Expert and this is my current position and until now I have worked on over 3200 customer requests (troubleshooting WordPress errors, page speed optimization, website, and database maintenance...).

Aug 2015 — Nov 2018

Remote position

Upwork top rated WordPress freelancer at NWD, CodeSm, Potential...

I had five long term contracts with 100% job success and efficiently created over 40 WordPress websites with coding custom WordPress themes and customizing premium ones in order to suit the client needs

Feb 2015 — Aug 2015

Vancouver - remote position

Front-end and WordPress developer at SDA Software Associates

Duties and Responsibilities: Front-end and WordPress development

Education

03 EDUCATION

Sep 2013 — Jun 2014

Zemun

ITAcademy Professional education

PHP Web Developer

Professional Title: PHP Web Developer Certificate number: 014210

Sep 1990 — Jun 1994

Kula

Technical school "Mihajlo Pupin"

Mechanical Engineering Technician

04 SKILLS

HTML



CSS



Bootstrap



WordPress



WooCommerce



Responsive design



Adobe Photoshop



PHP



Page Speed Optimization



PSD to Wordpress



jQuery



MySQL



05 COURSES

Aug 2020 — Aug 2020

Customer Service Foundations at LinkedIn

Aug 2020 — Aug 2020

Customer Service: Managing Customer Expectations at LinkedIn