



# Hi, Im Iqra Rani

Web Developer

## About Me



Creative and skilled website developer with 3 years of experience in WordPress development and customization. Strong background in customer service from BPO, bringing effective communication and problem-solving skills to web projects. I am eager to apply technical expertise and a client-centered approach to an internship in web development.

## Contact Person



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Azeem Town Shila Islamabad

## Courses



### IDM Pakistan

2024

- Digital Marketing

### EDIFY Academy

2022

- Fiverr Freelancing Course

### Udemy

2022

- WordPress Development Course

## Experiences



### Freelance WordPress Developer

- **Self-employed**
- **February 2022 – Present**
- Designed and developed multiple WordPress websites for clients, including e-commerce and portfolio sites.
- Customized WordPress themes and integrated plugins to enhance functionality and user experience.
- Ensured all websites were responsive and mobile-friendly.

### Customer Service Representative

- **Zong Head Office, Islamabad**
- **July 2020–February 2022**
- Provided exceptional customer support, resolving technical queries related to services.
- collaborated with the team to improve customer satisfaction and reduce response time.
- I have developed strong communication skills, which are beneficial for client-facing development roles.

## Customer Support Executive (UNICEF Campaign)

### Skills



#### Web Development:

WordPress (customization, theme integration), HTML, CSS



#### CMS Proficiency:

WordPress (plugin integration, responsive design)



#### Customer Service Skills:

Communication, client handling, problem-solving



#### Soft Skills:

Attention to detail, adaptability, teamwork, time management



- **Ibex Global, Islamabad**
- **Feb 2017 - Nov 2022**
- Answered incoming calls and responded to caller inquiries.
- Managed and resolved caller complaints.
- Identified and escalated issues to supervisors.
- Responded efficiently and accurately to callers, explaining possible solutions and ensuring clients felt supported and valued.
- collaborated with the team to improve customer satisfaction and reduce response time.
- I have developed strong communication skills, which are beneficial for client-facing development roles.

### Education



#### MS English Literature (Present)

Allama Iqbal Open University, Islamabad

#### Bachelor in General Science

(Mar 2018 - Nov 2019)

Allama Iqbal Open University, Islamabad

#### Intermediate of Computer Science

(Jan 2014 - Apr 2017)

Sultana Foundation Prince Salman Institute of Technology, Islamabad

#### Matric ( Computer Science )

(Jan 2012 - Nov 2013)

Matric (Jan 2012 - Nov 2013)