

# Aeman Qayyum

Web Developer | Frontend & WordPress Specialist | Customer Service & Microsoft Office Expert  
Derby, United Kingdom

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Fiverr: <https://www.fiverr.com/s/o8AmRgN>

## Profile

Motivated and detail-oriented professional with over seven years of experience in customer service, technical support, and web development. Proven leadership skills through freelance projects and training roles. Strong communicator, organized, and capable of managing multiple tasks efficiently. Eager to leverage customer service expertise, organisational skills, and technical knowledge in a Nursery Manager role to ensure high standards of care, safety, and educational excellence.

## Core Skills & Qualifications

- Customer Service & Relationship Management
- Leadership & Team Motivation
- Excellent Communication & Organisation
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Childcare & Early Years Education Enthusiast (certifications in progress)
- Web Development & Technical Support
- Problem-Solving & Customer Satisfaction

## Professional Experience

### **WordPress Trainer – Eduright Swiftware Institute | May 2024 – Sep 2024**

- Delivered hands-on training in WordPress, themes, and plugins, enhancing learners' technical skills.
- Managed course schedules, supported learners' progress, and maintained high engagement.

### **Teacher & Tutor | Various Institutions | 2+ Years**

- Delivered structured lessons, maintained classroom discipline, and assessed student progress.
- Adapted teaching methods to learners' needs, fostering a supportive environment.

### **Freelance Web & Graphic Designer – Fiverr & Independent Clients | 2020 – Present**

- Designed and developed websites, ensuring client satisfaction through clear communication and quality work.
- Managed multiple projects, deadlines, and client relationships, demonstrating leadership and organisational skills.

### **Customer Service & Support | Self-Employed & Freelance | 7+ Years**

- Provided one-to-one support, built strong client relationships, and resolved issues efficiently.
- Developed excellent interpersonal and communication skills, ensuring customer satisfaction.

## Education & Certifications

- Associate Degree – Web Design & Development (Ongoing) | Virtual University | 2024 – 2026
- WordPress Development – DigiSkills (VU & Ignite)
- Freelancing – DigiSkills (VU & Ignite)
- C++ Programming – Cisco Networking Academy
- Frontend Development (HTML, CSS, JS) – Lunes Online Learning (Ongoing)
- Customer Service & Communication Certificate
- Customer Service Certification – Commodious UK

## Languages

- English (Fluent)
- Urdu (Native)

## Additional Skills

- Strong leadership and organisational skills
- Passion for early childhood education and development
- Ability to manage budgets, resources, and team dynamics
- Committed to maintaining high standards of care and safeguarding
- Microsoft Office Skills

## Additional Information

- Enthusiastic about delivering outstanding early years education
- Dedicated to creating a safe, engaging, and inclusive environment for children and families
- Open to further training and professional development in early childhood education