MUHAMMAD BILAL

Web Developer & Designer | WMS Support (Manhattan & Oracle)

Glasgow, UK | bilvict@gmail.com | +44 7341 539 739

PROFILE

Web Developer and Designer with 7+ years of experience building responsive, user focused WordPress websites for international clients, combined with hands on experience in Manhattan and Oracle WMS support and testing. Skilled in Elementor, WPBakery, and Gutenberg, with a strong technical grounding in front end development, system testing, and troubleshooting. Recently completed an MSc in User Experience & Interaction Design, adding UI/UX research, prototyping, and usability testing to a broad technical background.

CORE SKILLS

- WordPress: Theme & Plugin Customisation, Elementor, WPBakery, Gutenberg, WooCommerce
- Design & Frontend: HTML5, CSS3, JavaScript (ES6+), jQuery, Bootstrap, Responsive Design
- WMS Support: Manhattan WMS and Oracle WMS, system and functional testing
- Optimisation: SEO, Accessibility, Performance Tuning, CRO, A/B Testing
- UI/UX Design: Figma, Adobe Photoshop, Illustrator, Adobe XD
- Collaboration Tools: Git, Jira, Trello, MS Teams

EXPERIENCE

Web Developer - IT Executive | *Zan Traders Ltd (ZTL Care), Motherwell, UK* Apr 2023 - Present

- Design and maintain responsive WordPress websites and landing pages aligned with company branding
- Create and optimise web graphics, marketing assets, and on-page SEO for improved visibility
- Provide IT and technical support, ensuring smooth digital operations across the organisation

Study Break - MSc UX & Interaction Design | *Glasgow Caledonian University* Sep 2023 - Jan 2025

- Completed a master's degree focused on UI/UX design, user research, accessibility, and front-end development

WMS Support (Freelance) | *VIDXIT Ltd, UK* 2020 - 2023

- Provided support and testing for Manhattan and Oracle WMS on a freelance basis
- Carried out functional and system testing to identify and resolve issues before release
- Assisted with day to day WMS support tasks alongside client teams

Manager IT - Web Department | *Punjab Health Department, Rawalpindi, Pakistan* Jan 2022 - Aug 2023

- Led a team managing the department's official website and LMS
- Conducted technical workshops, improving departmental productivity by 35%

WordPress Web Developer | *Centangle Interactive (Pvt) Ltd, Islamabad, Pakistan* Sep 2016 - Dec 2021

- Designed, developed, and maintained dynamic WordPress websites for healthcare, education, and e-commerce clients
- Built custom themes and plugins to deliver bespoke functionality based on client requirements
- Applied SEO and performance best practices, improving traffic and page load speed by 40%

EDUCATION

MSc User Experience & Interaction Design
Glasgow Caledonian University, UK | 2023 - 2025

BS Computer Science
Federal Urdu University of Arts, Science & Technology | 2012 - 2016

CERTIFICATIONS

- ISTQB Certified Tester (CTFL)
- Full UK Driving Licence
- IELTS - 6.5 Bands
- Computer Hardware Certification

PROJECT HIGHLIGHTS

- SLHC Pakistan: Accessible healthcare platform for patient engagement
- PCAA KPK: Cultural and arts website for Khyber Pakhtunkhwa Cultural & Arts Association
- Royal Huisman: Performance and SEO optimisation for a luxury yacht manufacturer
- KPRA: Government tax authority website with improved UX/UI