

# Alan Quintana Pacheco

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**Portfolio:** [alanquintana.netlify.app](https://alanquintana.netlify.app)

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## Professional Profile

Highly organized virtual assistant with over 2 years of experience in operational and administrative management in the restaurant industry. Additionally, a freelance graphic designer with 2 years of experience, skilled in project management and utilizing Agile and Scrum methodologies. Proficient in digital tools like Asana and Google Suite to facilitate communication and collaboration. Experience in customer service and problem resolution, with strong graphic design and video editing skills. Intermediate English proficiency (B1-B2) certified.

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## Professional Experience

### Freelance Graphic Designer

*Self-employed | [City, Country]*

*Jan 2022 – Present*

- Designed visual content for various clients, including logos, branding materials, and promotional graphics.
  - Managed multiple projects simultaneously, ensuring timely delivery and client satisfaction.
  - Utilized Agile and Scrum methodologies to streamline workflows and enhance project management efficiency.
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### Owner and Manager

*Indian Food Restaurant The Spice Delight | Chihuahua, Mexico*

*Jan 2023 – Aug 2024*

- Developed and managed a restaurant from project conception to daily operations.
  - Oversaw inventory control and budgeting, optimizing resources and operational costs.
  - Adapted to market needs, enhancing organizational and time management skills.
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### Restaurant Manager

*Restaurant Chihua Tacos y Cortes | Chihuahua, Mexico*

*Dec 2018 – Dec 2020*

- Coordinated daily restaurant operations, ensuring efficiency and service quality.
  - Utilized Google Docs and Sheets to manage schedules and reports, facilitating internal communication.
  - Implemented Asana for task planning, achieving improved team productivity.
  - Managed customer service, effectively resolving conflicts and maintaining high satisfaction levels.
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## Technical Skills

- **Project Management:** Agile, Scrum, Asana.
  - **Administrative Tools:** Google Docs, Sheets, Calendar.
  - **Microsoft Office:** Word, Excel, PowerPoint.
  - **Graphic Design:** Adobe Photoshop, Illustrator.
  - **Video Editing:** Adobe After Effects.
  - **Web Development:** HTML, CSS, JavaScript, React.
  - **Effective Communication:** Customer service, conflict resolution.
  - **English:** Intermediate level (B1-B2).
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## Education

- **Google Project Management Certification** – [Year of Completion]
  - **Bachelor of Law (80% Completed)** – Universidad Autónoma de Chihuahua (UACH) | 2011
  - **Programming High School Certificate** – [Institution Name] | [Year]
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## Languages

- **Spanish:** Native.
  - **English:** Intermediate (B1-B2).
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## Interests

Project management, administrative organization, graphic design, programming, and digital content creation.

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## References

Available upon request.