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RESUMEN PROFESIONAL

I am an IT professional specializing in Atlassian products with advanced skills in data analysis and web design. I have extensive experience training and supporting clients on tools like Jira Software, Confluence, and Jira Service Management, and solid knowledge of Trello, Slack, Discord, and ChatGPT prompt generators. I excel in creating instructional resources, structuring technical and visual content, and developing presentations and guides. My goal is to bring a results-oriented approach, committed to training excellence and technical support, to help users optimize operations and achieve their objectives.



EXPERIENCIA PROFESIONAL

11/2021
12/2024

Atlassian Training Advisor and Technical Support Specialist (REMOTE)

S4E Solutions For Everyone - Santiago, Chile

As an **Atlassian Training Advisor and Technical Support Specialist** at S4E, I provide customized training and ongoing support for clients utilizing Jira Software, Confluence, and Jira Service Management. My role focuses on optimizing workflows and ensuring effective tool implementation to enhance productivity and collaboration across teams.

Años de experiencia: 3

11/2018
05/2021

Web and Multimedia Analyst, Programmer, and Designer (REMOTE)

Sky Corporation - Miami, FL

As a **Web and Multimedia Analyst, Programmer, and Designer** at Sky Corporation and Metalmeg, I developed and optimized websites and multimedia content to create engaging digital experiences. My role involved using HTML, CSS, and JavaScript to enhance usability, streamline functionality, and strengthen brand presence online.

Años de experiencia: 5



OTROS DATOS DE INTERÉS

COMPETENCIAS

Gestión eficiente en recursos y herramientas digitales

Aprendizaje continuo con recursos digitales

Gestión de la información en contextos digitales

Solución de problemas

Comunicación

Interés por aprender

Capacidad de relación

Trabajo de equipos en remoto

Tolerancia a la frustración

Creatividad e innovación

Capacidad de análisis

Gestión de la información en contextos digitales

Interacción y participación en medios de comunicación y colaboración a través de tecnologías digitales

Análisis y resolución de problemas

Iniciativa y toma de decisiones

Desarrollo, integración y reelaboración de contenidos digitales

IDIOMAS

Castellano - Alto
Nativa

Inglés - Medio
Nivel B2

FORMACIÓN



09/2024

Google Data Analytics
Coursera - Online

My **Google Data Analytics certification** has equipped me with skills in data cleaning, visualization, and statistical analysis, using tools like SQL, R, and Tableau. This enables me to transform data into insights that support data-driven decision-making aligned with organizational goals.

02/2024

Confluence Space Administration
Atlassian University - Online

My expertise in **Confluence Space Administration** enables me to manage and structure spaces for organized, accessible team collaboration. I excel in configuring permissions, content hierarchies, and templates that support efficient workflows and knowledge sharing.

02/2024

Fundamentos de Arquitectura Cloud
USACH - Chile

My **Cloud Architecture Fundamentals** certification from USACH has given me a strong foundation in core cloud principles and technologies, covering service models, security, storage, and scalability. This training enables me to design efficient, secure cloud architectures tailored to organizational needs.

01/2024

Atlassian Certified Jira Administrator for Cloud
Atlassian University - Online

My **Atlassian Certified Jira Administrator for Cloud** certification has equipped me with advanced skills to manage and configure Jira Cloud environments, including workflow customization, security settings, and permission management. This expertise enables me to optimize projects, improve process efficiency, and support seamless team collaboration.

12/2023

Atlassian Certified in Managing Jira Projects for Cloud
Atlassian University - Online

My **Atlassian Certified in Managing Jira Projects for Cloud** certification has equipped me with advanced skills in workflow configuration, permission management, and automation. This training enables me to optimize projects for efficient, productive, and collaborative work in a cloud environment.

11/2023

Atlassian Certified Cloud Organization Admin
Atlassian University - Online

My certification as an **Atlassian Certified Cloud Organization Admin** has been essential in developing effective strategies for both managing Atlassian cloud environments and optimizing business workflows.



OTROS DATOS DE INTERÉS



FORMACIÓN

06/1998

Tecnico en Publicidad

Nuevas Profesiones - Caracas, Venezuela

My background as a publicist has been essential in crafting effective strategies for both training programs and web design. In training, my advertising skills help me structure engaging, accessible content, enhancing learning experiences. In web design, my focus on aesthetics and storytelling enables me to create cohesive, professional websites that meet both user and organizational goals.



OTROS DATOS DE INTERÉS

Soft skills

Experience in support and training roles has allowed me to develop communication, leadership, and empathy skills, which are essential for working effectively in collaborative environments and helping users get the most out of Atlassian tools.

Sense of urgency

A **strong sense of urgency** is a key skill I've developed in support and training roles, allowing me to respond swiftly to user needs, especially where workflow continuity is essential. This approach helps me prioritize tasks, anticipate obstacles, and act quickly, optimizing response times and building trust among users and teams.

Critical thinking

Critical thinking has been crucial in my professional experience, allowing me to analyze complex situations and quickly find effective solutions. This skill helps me objectively evaluate data and user needs, prioritize performance-optimizing solutions, and make informed decisions in high-demand environments, significantly enhancing the quality and efficiency of my projects.