

# Giselle Chacon

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## WORK EXPERIENCE

### **Three Islands Design, Ireland — Freelance Graphic & Web Designer**

APRIL 2018 - PRESENT

- End to end production of brand identity and web design projects – from ideation, design, development and implementation
- Developing marketing campaigns (newsletters, graphics, presentations, advertising campaigns and presentations)
- Managing a variety of projects and tasks at any given time while under pressure to meet deadlines

### **Cpl at Facebook, Ireland — Training Specialist**

JUNE 2017 - APRIL 2018

- Delivering and supporting multiple trainings on a variety of topics
- Training and onboarding employees in technical internal tools
- Collaborating with the global Facebook training team to constantly update and improve training solutions and materials
- Working with various cross-functional teams to ensure that learning solutions were informed and aligned with business needs

### **Cpl at Facebook, Ireland — Market Specialist - Latin America**

MAY 2016 - JUNE 2017

- Investigated and resolved issues that were reported on Facebook (e.g. requests for account support and reports of potentially abusive content)
- Responded to users inquiries with within agreed turnaround times and with high quality
- Used market-specific knowledge and insights to represent Facebook and improve the support experience for Latin American users

### **Yahoo, Ireland — Customer Care Specialist**

MARCH 2014 - DECEMBER 2016

- Creating and maintaining Help Center content in English and Spanish
- Providing support for Yahoo customers by email, phone, chat and social media, through both English and Spanish
- Liaising with engineers and product support teams to ensure thorough resolution of issues

## EDUCATION

### **Dublin Institute of Design, Ireland — B.A Graphic Design**

2010 - 2014

### **Trazos, Madrid — Web Design & Development**

2015 - 2016

## SKILLS

### **Collaboration**

Communication, Customer Service, Technical Skills, Training, Calm under Pressure

### **Tools**

Wordpress, Photoshop, Illustrator, Indesign, Office, G-Suite, Mail Chimp, Slack, HTML/CSS/JS

## LANGUAGES

Spanish & English