Jose Antonio Muñoz Sarmiento

Software Developer - Data Analysis

Miami, USA • 7869428221 • joseamsarmiento@gmail.com • GitHub: github.com/JoseleDev23
• LinkedIn: www.linkedin.com/in/joseledev/ • PorFolio: www.joseledev.es • Fully Authorized to Work
• No Visa Sponsorship Required

PROFESSIONAL SUMMARY

Professional with over 18 years of experience in direct sales, management, and leadership at well-known companies such as Carrefour, Caetano Móvil Sur, and Worten. I have consistently demonstrated my ability to exceed sales targets, build strong customer relationships, and lead teams to success.

Recently, I made the decision to transition into software development, driven by my passion for technology and the belief that it is never too late to reinvent oneself and pursue your dream. I have gained hands-on experience in front-end development and, more recently, I am specializing in data analysis, further enhancing my skills with a master's in Artificial Intelligence and Big Data. This transition has allowed me to expand my knowledge and strengthen my ability to solve complex problems with a technology-driven approach.

I am excited to apply my unique combination of sales, leadership, and technical knowledge to new opportunities in the tech sector in the United States. I am eager to demonstrate what I can achieve if given the opportunity.

KEY SKILLS

Ambitious, reliable, resourceful, detail-oriented, driven, proactive, personable, problem-solving abilities, methodical, insightful, organized, responsible, and a team player with a passion for collaboration and continuous growth. Strong Object-Oriented Programming (OOP) and software development skills. Analytical mindset to transform requirements into solutions. Excellent verbal and written communication. Self-motivated and proactive with strong interpersonal abilities.

PROFESSIONAL EXPERIENCE

Software Developer (Web Developer)   04/2024 - 08/2024

Accenture │ Málaga Spain

Contributed to the development and optimization of web solutions for high-profile clients, ensuring seamless functionality, engaging user interfaces, and data-driven improvements.

- Designed and delivered **10+ internal newsletters** for a major corporation, enhancing employee engagement through visually appealing and professional layouts.
- Transformed Figma concepts into dynamic web elements like banners and promotional offers using **Vanilla JavaScript**, resulting in a 23% boost in user engagement on a Spanish bank's website
- Leveraged **Google Analytics 4** to monitor user behavior and implemented **10+ JavaScript tracking tags**, driving actionable insights and measurable website improvements.
- Utilized Microsoft SQL Server Management Studio (SSMS) and phpMyAdmin for database querying and maintenance to uphold data integrity and **enhance performance by 10%** in internal projects.
- Streamlined task coordination in an **Agile environment** using Trello, contributing to a **30% reduction in project delivery times** and ensuring deadlines were met consistently.

ADDITIONAL WORK EXPERIENCE

Auto Sales Representative   04/2018 - 10/2022

Caetano Móvil Sur (KIA) │ Málaga Spain

Achieved sustained sales growth and expanded the customer base through market analysis and effective sales strategies, managing the sale of multi-brand vehicles with a primary focus on KIA while delivering exceptional customer service.

- **Increased monthly sales by 15%** through personalized sales strategies and effective negotiation techniques, consistently surpassing targets.
- **Expanded the customer base by 20%** by identifying new market opportunities and implementing targeted promotional campaigns, which boosted brand visibility.
- Managed vehicle sales for renowned brands like KIA, Mercedes, and Peugeot, ensuring exceptional customer experiences through **personalization, consultation, and feedback analysis**, leading to a 30% surge in customer retention
- **Maintained a customer satisfaction rate above 95%** by providing exceptional after-sales service, promptly addressing inquiries, and ensuring that customers had a seamless experience throughout the buying process.

Auto Sales Representative   09/2016 - 07/2017

M and F Auto Sales | Albuquerque NM

I was responsible for providing excellent customer service, advising on available vehicles, and managing the sales process from start to finish. I worked closely with customers to ensure a personalized buying experience while maintaining the vehicle lot in optimal conditions to maximize sales.

- Delivered and upheld a customer satisfaction rate surpassing 90% by orchestrating a personalized buying journey and executing **exceptional post-sale follow-up**, resulting in substantial customer retention growth and a surge in referrals
- **Reduced the percentage of vehicles with excessive days in stock by 25%** through efficient lot management, ensuring all cars were in perfect condition, with updated prices and well-organized, which accelerated sales and optimized inventory turnover.

Sales and Warehouse Manager   04/2012 - 07/2015

Worten | Málaga Spain

Led the implementation of products according to the store layout, ensuring efficient inventory management and optimizing logistics processes. Managed the sales team to drive consistent growth in electronic product sales through excellent technical support and personalized customer service.

- **Improved inventory management processes**, reducing stock discrepancies by **25%** and ensuring proper product placement, leading to more accurate stock levels.
- **Led and trained a team of over 10 employees**, increasing overall store performance by **18%** in terms of sales growth and customer satisfaction.
- **Enhanced customer service**, achieving a **20%** increase in customer retention and repeat business through personalized technical support and product recommendations.
- **Boosted the average customer purchase basket by 20%** through upselling techniques and detailed product knowledge, contributing to higher sales.
- Conducted **a**nnual and partial inventory reviews, ensuring **100% compliance** with company policies and reducing losses by **15%**.

EDUCATION

Master´s in Artificial Intelligence and Big Data (currently enrolled)   11/2024 - Present

CIDEAD (Center for Innovation and Development in Distance Education) | Madrid Spain

The general competence of this specialization course consists of programming and applying intelligent systems that optimize information management and the exploitation of massive data, guaranteeing access to data in a secure manner and complying with the criteria of accessibility, usability and quality required by established standards, as well as ethical and legal principles.

Associate Degree in Web Application Development   09/2022 - 06/2024

IES Playamar | Málaga Spain

Honors: Average grade of 9.2

Develop, implement, and maintain web applications, regardless of the model used, employing specific technologies, ensuring secure access to data, and meeting the accessibility, usability, and quality criteria required by established standards

PROFESSIONAL DEVELOPMENT/AFFILIATIONS

Web Development: Proficient in HTML, CSS, JavaScript, PHP, Bootstrap, SQL, and AWS. Currently learning React and Angular to enhance front-end and full-stack capabilities.

Data Analysis: Knowledgeable in Python, focusing on Big Data, Machine Learning, and Artificial Intelligence techniques.

Currently learning and developing expertise in data visualization, predictive analytics, and AI applications as part of my master's program.