Manuel Gallardo

INFORMATION TECHNOLOGY

ABOUT ME

I am a proactive person, an excellent team player, organized, and responsible. I greatly enjoy learning new things, so my goal is to find a challenging and dynamic position where I can share my experience and, at the same time, gain new knowledge.

CONTACT

Phone: (55) 18086702

Email: manuel.gallardo@lasallistas.org.mx

SKILLS

Technical
- HTML // CSS // JavaScript (Basic)

Design
- User research // wireframing// Usability studies // Prototyping

Soft Skills
- Teamwork // commnunication // problem solving

LANGUAGES

English - B2

PORTFOLIO

https://manugallard.github.io/Portafolio/index.html

EXPERIENCE

Administrative Manager

GEMCOMM COMUNICACIONES SA DE CV, JAN 2019 - SEPT 2023

- Management and coordination of an internal system to improve sales, after-sales, collection, customer service, and billing processes effectively.
- Prepared detailed quotations for clients, ensuring a clear presentation of products and services.
- Maintained proactive tracking of customer status, providing high-quality service and resolving any issues or concerns effectively.
- Supervised the sales cycle from lead identification to successful conclusion, ensuring a smooth and satisfactory experience for clients.
- Conducted detailed analysis of employee performance, generating reports highlighting sales and appointments made, identifying areas for improvement, and proposing effective solutions.

Administrative Assistant

PÉREZ Y ASOCIADOS, AUG 2016 - JAN 2017

- Expedite tracking, attendance at trials, and procedures with various agencies.

EDUCATION

2017 - 2021	**Information Technology**
	Universidad La Salle
2022	**Diploma in Web Application Development with Python and Django**
	Universidad Anáhuac Mérida
2023	**UX Design Certificate**
	Google - Coursera