

Jorge Cano

Web Developer | Sales Ops | Data Analyst | Customer Success Manager

(512) 831-2857

jacinaustin@gmail.com

[linkedin.com/in/jorgeacano/](https://www.linkedin.com/in/jorgeacano/)

EXPERIENCE

Freelance, Austin - *Web Developer*

Feb 2016 - PRESENT

Responsible for Designing, Creating, Implementing and Maintaining Modern Websites, Web Applications and Api's, Databases.

- Front End: HTML, CSS, JQuery, Bootstrap, Flexbox, JQuery
- Backend: Javascript, Ruby, Python, Django, Express, Node, React
- Trello, Balsamiq, G Suite, Bash, Linux, Github

Dropoff, Austin - *Sales Operations Coordinator (Sales & Marketing Ops)*

June 2017 - Jan 2018

Responsible for Database Management, Forecasting & Reporting sales KPI, Email Marketing, Content Creation, System/Data integration.

- Defining, Collecting and Reporting Sales & Marketing KPI's
- Project Management, Mining Web DB and Market Penetration Strategy
- G Suite, Salesforce, Mailshake, Hubspot, Zendesk, RingCentral

OutboundEngine, Austin — *Data Analyst (Sales Support)*

June 2015 - Feb 2017

Responsible for Database Management, Project Management, Sales Analysis & Reporting, Sales Support Zendesk Owner and SLA's.

- Ad Hoc Analysis, Advanced Microsoft Excel, Complete ETL Process
- Jira, Atlassian, Salesforce Admin, Zendesk Admin, Marketo

OutboundEngine, Austin — *Customer Success Manager (Tech Support)*

Jan 2014 - Jun 2015

Responsible for client onboarding, SLA's, Upsells and Expansions, New Hire Training, Data Management and Transformation, Total Customer Experience.

- 95%+ Data Transformation Accuracy in Salesforce, Zendesk, Zuora
- 98% High Level Customer Support and Escalation Satisfaction via Zendesk
- Expansion, Maintenance and Retention of Small-to-Enterprise Level
- Technical Lead, tracking and escalation of bugs and insights to Product and Engineering

EDUCATION

General Assembly - Full-Stack Web Development Immersive (May 2017)

University of Texas at Brownsville - Business Administration (May 2012)

SKILLS

Scripting

Time Management

Designing Logic & Workflows

Creating Project Scope

Project Management

Data Analysis

CHARACTERISTICS

Analytical

Creative

Eager to See Things Through

Welcomes Collaboration

Solutions Driven

Customer Centric

LANGUAGES

English, Spanish (moderate)

AWARDS

Awarded Top CSM for Data Accuracy
May 2015

Promoted to Data Analyst in
June 2015

Brandy award winner in February
2015 Customer Success Manager