Jorge Cano

Web Developer | Marketing & Operations Coordinator | Data Analyst

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EXPERIENCE

Freelance, Austin - *Web Developer / Marketing Manager*

Feb 2016 - PRESENT

Designing, Creating, Implementing and Maintaining Modern Websites, Web Applications and Api's using software frameworks and scripting languages
- Front End Tech: HTML, CSS, JQuery, Bootstrap, Flexbox, JQuery, Flex Box
- Wire Frame Design,MVP, Mockups, Trello, Scrum/Agile Development
- Discovery Process, Creating Customer Profiles, Sprints, Daily Standups
- Javascript, Ruby, Python, Bash, Terminal, Command Line, Linux, Bash
- Express, Node.js, Firebase, MLab, MongoDB, PostgreSQL, NoSQL

Dropoff, Austin - *Sales Operations Coordinator*

June 2017 - Jan 2018

Database Management, Forecasting & Reporting, Email Marketing, Content Creation, System/Data integration, Lead Generation Strategy
- Defining, Collecting and Reporting Sales & Marketing KPI's
- Email Marketing through Mailshake/Hubspot automation tools
- Project Management, Mining Web DB and Market Penetration Strategy

OutboundEngine, Austin — *Data Analyst*

June 2015 - Feb 2017

Database Management, Lead Quality Improvement, Project Management, Sales Analysis & Reporting
- Ad Hoc Analysis, Advanced Microsoft Excel, Complete ETL Process
- Jira, Atlassian, SalesForce Admin, Zendesk Admin, Marketo

OutboundEngine, Austin — *Customer Success Manager*

Jan 2014 - Jun 2015

Onboarding, SLA's, Customer Support, Email & Social Media Training, Data Management, Platform, Customer Experience.
- 95%+ Data Transformation Accuracy in Salesforce, Zendesk, Zuora
- 98% High Level Customer Support and Escalation Satisfaction via Zendesk

EDUCATION

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

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

SKILLS

Scripting

Research & Testing Focused

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