LUIS DIAZ

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PROFESSIONAL SUMMARY

Meticulous and quick-learning Information Technology (IT) professional with 3 years of experience in web development. Systematic approach to quality assurance aimed at responsiveness, accessibility and anticipation of user behaviour.

SKILLS

PROGRAMMING LANGUAGES

- HTML5, CSS3
- Javascript (JQuery)
- Google Apps Script
- React.js + Redux
- Python (NumPy, Matplotlib, SciPy)

KEY SKILLS

- User Interface (UI), User Experience (UX)
- Agile Development (Kanban, Scrum)
- Version control (Git, Jira)
- Search Engine Optimization (SEO)
- Data Analysis

TOOLS & FRAMEWORKS

- Browser devtools (debugger)
- Bootstrap, Materialize CSS
- Atom, iPython, IDEs.
- VirtualBox
- Wordpress, OctoberCMS, Grav

WORK EXPERIENCE

QUALIA ANALYTICS; California, USA/Bedfordshire, UK (remote work)   09/2016 – 08/2018

IT Operations Manager (2018); **Operations Manager** (2017); **Operations Associate** (2016)

Performance evaluation company offering a survey framework to help informed decision-making on quality and impact.

IT Operations Manager   11/2017 – 08/2018

Software features design, review, troubleshooting, quality assurance, installation & maintenance. Tier II Help Desk.

- *Led two developers* and coordinated, trained and supervised *six* technical associates and *one* designer.
- *Raised 90% bug identification and report rates* within the development environment by establishing in-depth procedures on version control and testing using Jira and Gitlab, greatly *improving stability* of software releases.
- Delivered evaluation systems to **50+ worldwide institutions in 11 languages** addressing a wide range of distinct needs about multiple survey collection pathways and participant technological barriers.
- *Expedited average evaluation system building times from 11 hours to 3 hours* by standardizing reusable evaluation systems and automating creation of Welcome Packs from adaptable template presentations with Google Slides API.
- *Automated administrative tasks* leading to *expedited processing* and *reduced incidence of human error*. • Paperwork generation (proposals, employee and client contracts). • Tracking of clients, projects and events.
- Reviewed, supervised and implemented *privacy protection platform improvements and policy documentation changes* for compliance with the EU **General Data Protection Regulation (GDPR)**.
- *Integrated external systems by using webhooks* to trigger actions customized based on survey responses. Linked platforms included: Jira, Trello, Slack, Xero, Quickbooks, Hubspot, Gmail, Google Drive.
- Identified and pushed a savings plan of 6% ($1000 annually) on technology and software fixed costs by outlining and leading implementation of missing features to enable replacement of MailChimp with own CRM capabilities.

Operations Manager   02/2017 – 10/2017

Project management and delivery. E-commerce marketing and sales optimization. Responsive web development.

- Improved administrative procedures for invoice processing, review and categorization of employee activities by creating a custom-scripted online spreadsheet for employee time reporting, per project activity assignment and automated invoice generation with Google Apps Script.
- Redesigned UI of websites and enhanced mobile responsiveness increasing visitors as potential addressable market.
- Designed *A/B testing of email campaigns* for evaluating the impact of improvements to the HTML template.

Operations Associate   09/2016 – 01/2017

Implementation and delivery of evaluation systems. Customer-facing support. Management of email advertisement.

- *Maintained and managed 4 websites* based on October CMS and Wordpress based on Material Design principles.
- Developed a Javascript project costs calculator for ZooWise with currency conversion using ExchangeRatesAPI.io
- *Designed and led a team of 3 people into in-depth systematic website testing* for bug reporting.
- Fixed CSS and Javascript bugs and improved mobile responsiveness.

FREELANCE; Caracas, Venezuela (remote work)   10/2015 – 08/2016

Data Analyst

- Led a team of 4 people to process data in 11000 pdf files creating a web form interface for data entry to API.
- Research, analysis and report-writing on technology companies culture, minorities integration and gender equality.

EDUCATION

SIMON BOLIVAR UNIVERSITY; Caracas, Venezuela   2015

Bachelor of Science, **Chemical Engineering**   Equivalent GPA: 3.0/4.0

UDEMY, COURSERA, LARACASTS; Online Courses   2016 – 2018

Web development courses. Topics: HTML5, CSS3, Javascript, JQuery, React.js, Redux, PHP.

ENTHOUGHT, COURSERA; Online Courses   2014 – 2016

Python applied to Data Analysis in Science and Engineering. Topics: Python, Matplotlib, Numpy, Scipy, Pandas.

OTHER SKILLS

Operating Systems	Linux, Windows, Android, Chrome OS, iOS.
Other Languages	Matlab, PHP, Regular Expressions (Regex), Markdown (Github), Bash.
Miscellaneous	Jira, Asana, Slack, Discord, Hubstaff, SSH, MailChimp, Hubspot, GSuite, Teamviewer, Google Analytics, Microsoft Visio, Office (Word, Excel, PowerPoint), Let's Encrypt, APIs.

PORTFOLIO

ZOOWISE.ORG	Worldwide research project multilingual website using October CMS and Materialize CSS.
DRCONOPOIMA.COM	Multilingual blog, resume and portfolio website built with flat-file Grav CMS & Bootstrap.
SALVATUVOTO.COM	Former Venezuelan political and social activism website based on Wordpress.

PROJECTS

- MATLAB module for simulation of multi-component distillations using shortcut and rigorous methods by applying numerical methods and object-oriented programming.   [Github Link](http://github.com)
- Multivariate Numeric Differentiation packages using Matlab and Python based on the Newton-Raphson method using regression models based on 3-points and 5-points for the differentiation estimation.   Github Links: [Python](http://github.com) & [Matlab](http://github.com)
- Twitter bot for improving views on e-commerce listings using trending hashtags and tagging listing-sharing accounts while generating original content created with Markov chains for API policy compliance.   [Twitter Bot User](http://twitter.com)

LANGUAGES

English	Highly proficient (C1)	**Spanish**	Native