

GABE FUENTES

Former Job
Experience

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Client Operations Manager at Venga February 2014 – Present

Filled need for technical onboarding expertise after successful implementation of the CRM role. Developed the inaugural Operations role requiring technical skills like directly querying MySQL, creating MongoDB documents, and running Rails and Batch scripts. First line of defense for client technical issues and pushed solutions through from complaint to fix. Fulfilled one off technical requests for clients like data pulls.

Customer Relationship Manager at Venga August 2013 – February 2014

Invented highly efficient processes that are still used by the current CRM position. Created best practices and all onboarding materials to organize the CRM process. Directly worked with clients to take them through the various onboarding steps and teach them how to best use the product.

Creative Associate at Venga June 2013 – August 2013

Redesign of main marketing and sales materials that led to successful deal closings and a much better understanding of the product as a whole. Helped build sales pipeline by researching prospective clients for fit with Venga's capabilities and sales strategy. Also created the first internal weekly newsletter giving a digest of all the latest industry news and happenings.

Back End Web Development at General Assembly July 2014 – September 2014

Learned the Ruby language and the basics of all object-oriented languages. Also gained Git experience and other general web development fundamentals. Finally, learned the Rails framework and created several practice apps and one final project web app.

Bachelors in Business Administration at James Madison University August 2009 – June 2014

Developed the foundation for my small business background by concentrating in Technology, Innovation and Entrepreneurship. Provided a holistic view of the realities of small business allowing for a successful career at Venga.

MySQL | MongoDB | Git | SVN | Rails Framework | Ruby | Terminal
SublimeText | HTML/CSS | Twitter Bootstrap | Jekyll Framework
Illustrator/Photoshop | AutoCAD

Creator of The Great DC Freeze of 2008
Co-founder of now dissolved Wolff Designs, an apparel screen printing operation

Other
Experience

Education

Notable Skills

Bonus