

# Gwendolyne Madrid Aman

Transitioning into the IT field with a solid foundation in data analytics, problem-solving. Experienced in remote work environments and committed to continuous learning through online courses.

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## EXPERIENCE

### Freelance Web Designer & Developer

Remote- June 2025- Present

- Designed and launched a fully responsive, bilingual personal portfolio website using HTML, CSS, and JavaScript.
- Created custom blog structure (“Wanderlogs”) and multilingual site architecture for dynamic storytelling and global audience engagement.
- Integrated downloadable resume section, contact form, and toggle-based language switching functionality.
- Developed and deployed using GitHub Pages with custom domain integration and mobile-first design principles.
- Currently building websites for clients with a focus on clean UI, intuitive UX, brand alignment, and accessibility.
- Utilize version control (Git), browser dev tools, and VS Code for agile development.
- Collaborate with clients to understand needs, wireframe layouts, and deliver custom digital experiences aligned with business goals.
- Focus on emotionally resonant design for healers, creators, and purpose-driven entrepreneurs.

### Retail Sales Analysis – Sample Superstore

SQL • Excel • Tableau

Remote- March 2025

- Conducted a full data analysis project using a sample Superstore dataset to identify key sales trends, regional profit patterns, and customer segments.
- Wrote complex SQL queries in SQLite for cleaning and extracting insights from raw data.
- Created visualizations in Excel and an interactive dashboard in Tableau to communicate insights.
- Provided business recommendations based on product profitability, shipping efficiency, and seasonal trends.

### Wear Your Sign, Online— Owner

February 2025- Present

- Remote management, handle customer data, market analysis, and digital strategy.
- Utilized design tools and e-commerce analytics to track product trends and user behavior.

### CCC, EA Renfroe, Pilot CAT, Alacrity, Remote U.S.— Independent Insurance Adjuster/Appraiser.

April 2019- December 2024

- Auto Daily Claims
- Field inspections
- Estimate writing
- Supplement writing

## SKILLS

HTML, CSS, JavaScript, SQL, Python, Tableau, Power BI, Microsoft Office Applications, including Word, Excel, Outlook, Access, Microsoft Teams, PowerPoint; Google sheets, etc. Customer Service for high-volume claims and escalations, Duck Creek Claims, NextGen, ECS, CCC, MCE, Xactanalysis, and Xactimate.

## LANGUAGES

Spanish- Native;

English- Advanced.

- Total Loss Valuations, Salvage Bids, and Market Value search.
- Catastrophe auto and property claims start to finish.
- Virtual inspections
- Communicate and correspond with policy holders, attorneys, claims owners, agents, etc.
- Daily Property Claims; Start to finish
- Xactimate estimate review and collaboration.
- Successfully handle customer escalations on Strike Team.
- Make coverage determination, issue undisputed payments/recoverable depreciation payments, bring claims to closure.
- Handled Tow Triage and Total Loss assessments efficiently to expedite claim resolution
- Flood claims
- Team lead for catastrophe auto claims and daily auto claims
- Create mobile electronic records including Independent Medical Examination (IMEs), litigation documents, and copy electronic records to CDs and print documents.
- Process and upload 90 insurance claims
- Mail checks upwards of \$195,000. Maintain records of patient, claim number, check number, check sender, FedEx tracking number within Microsoft Excel
- Mail corrupt media, Compact Disks/Universal Serial Bus (CDs/USBs) back to providers to resolve.
- Upload all necessary documents of each patient for adjusters review

## **Artisan Industries, Virginia Beach, VA— *Personal Assistant***

October 2013- January 2019

- Managed daily inventory including baseboards, rails, molding, edges for windows and doors, stairs/steps for construction and remodel of homes up to ranging from 1,500 - 2,500 square feet
- Measured, cut, and nailed baseboards, rails, molding, edges for windows and doors, stairs/steps, installing cabinets and doors
- Managed clean-up operations at project completion

## **EDUCATION**

### **Khan Academy, W3Schools, DataCamp**

2025

Independent Coursework in Data Analytics, Programming, IT Fundamentals, Cyber Security.

### **MBI, Nashville, TN— *Massage Therapist***

2016

Massage Therapy Diploma

### **Auburn High School, Auburn, AL— *High School Diploma***

2003-2007

College Prep Diploma