

Hazael Dominguez

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Objective

To provide web development, business development, investor relations, customer service, sales support, and IT services for all levels of business

Education

B.S. in Interdisciplinary Studies, Concentrations in Health Sciences & Computational Sciences, Minor in Entrepreneurship
University of Central Florida, Spring 2015

Continuing Education in Full Stack Web Development, Focuses in Browser Based Technologies, Server Side Development, Databases, Deployment, Quality Assurance
University of Central Florida Division of Continuing Education, Fall 2018

Experience

Consultant, Self-Employed, International, January 2007 – Present

- Support software and hardware
- Manage social media and marketing
- Collaborate on blockchain and cryptocurrency projects

Blockchain Relations, GLX.com, International, June 2017 - August 2018

- Manage relationships in the blockchain space
- Coordinate and assist in GLX Token Sale
- Spearheaded a \$950,000 USD crypto raise

Ambassador, ColoredCoins.org, International, April 2015 – April 2018

- Present and promote the blockchain technology of colored coins
- Collaborate and discuss technical and promotional projects

Billing Agent, AOL., Santo Domingo, DR, Spring 2017

- Provided customer service experience with one call resolution
- Practiced account security in handling sensitive customer data
- Managed customer billing updates, issues, and disputes

Entrepreneurial Lead – [Workshop], HealthShares, Orlando, FL, Spring 2015

- Accepted into National Science Foundation I-Corps UCF Inaugural Cohort
- Refined an innovative idea into a scalable business using Lean Startup principles
- Conducted market research through numerous customer interviews

Business Development, Crowd Smart Media, Tampa, FL, Dec. 2013 – March 2014

- Assisted in the development and launch of core educational product
- Provided basis and support for educational product
- Handled social media management on several platforms
- Established business-to-business partnerships
- Presented prospectus to potential investors

Front of Office, Ballet Dental Care, Deltona, FL, October 2013 – Dec. 2013

- Managed and performed front of office duties

Experience (cont.)

- Established new procedures to increase patients seen per day
- Created new forms to increase productivity and facilitate HIPPA compliance
- Established customer service principles
- Hired and trained permanent front office staff

Tier 1 CPU Tech Support, Apple Inc. – AppleCare, Lake Mary, FL, July 2013 – Sept. 2013

- Assisted customers in troubleshooting software issues with OS X
- Developed excellent soft skills with customers
- Assisted customers in troubleshooting hardware issues with Apple computers
- Handled customer security issues

IT Technician, SSI, Sanford, FL, January 2013 – July 2013

- Managed the daily IT needs of eleven office staff and fifteen field technicians
- Administered a Windows Server Domain Controller environment
- Designed and implemented a companywide paperless infrastructure
- Administered cell phone, Internet, GPS, and mobile application services
- Provided 24/7 technical support for office staff and field technicians

IT Consultant, Carlos L. Dominguez M.D., P.A., Deltona, FL, 2008 – 2014

- Designed and implemented a two server solution in order to transition to new practice management software
- Assisted in the transition to a paperless office
- Integrated IP telephony into the existing phone network
- Maintained workstation and network integrity
- Installed security cameras with DVR functionality

IT Consultant, Ballet Dental Care, Deltona, FL, 2007 – 2014

- Designed and implemented networks for two office locations
- Designed and built custom servers and workstations for proprietary practice management software
- Maintained workstation and network integrity
- Implemented Internet filtering to increase productivity
- Installed security cameras with DVR functionality

Billing Assistant, Carlos L. Dominguez M.D., P.A., Deltona, FL, 2007 – 2008

- Handled billing of patients and insurance companies
- Contacted patients and insurance companies in order to resolve disputes and delinquent accounts
- Handled all cash and check deposits

Attributes

Skilled in Information Technology, Fluent in Spanish, Mathematically Minded, Great Communication Skills, Comfortable with Public Speaking and Professional Presentations, Capable of Explaining Complex Technical Topics to Non Technical Persons, Knowledgeable of Current Technology Trends, Digital Currency & Bitcoin Advocate, Excellent Attention to Detail

Professional Societies

Officer and Event Coordinator, Association for Computing Machinery, 2009 – 2010

- Organized events for upwards of one-hundred people
- Managed expenses for all events