



RICARDO HERRERA

Virtual Assistant

My Contact

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📍 Venezuela

🌐 www.ricardoherrera.me

Hard Skill

- Graphic Design
- Customer Support
- Basic Web Design
- Basic Foundations of Programming
- High Knowledge in IT

Soft Skill

- Fast Learner
- Efficient Communication
- Punctual
- Multi-tasking
- Curious
- Detail-oriented
- Problem-Solving

Computer Skills

- Microsoft Office Suite
- Google Workspace
- Salesforce
- Basic WordPress
- Dropbox
- Trello
- Slack
- Photoshop
- Illustrator
- Zendesk
- Mailchimp
- Canva

About Me

I'm a Virtual Assistant Freelancer from Venezuela looking for new opportunities to sharpen my current skills and grow my career, I'm a fast learner who is highly passionate and curious about any challenge I need to tackle. I have experience helping clients with their needs and adapting to them in a timely manner. I'm very passionate about computers and technology in general which is why I'm currently working as a Freelance Cybersecurity analyst tasked with finding bugs and vulnerabilities in Businesses' technology and infrastructure.

Professional Experience

Freelance Graphic Designer

2016 – Present

Key responsibilities:

- Making designs based on a clients' needs.
- Adapting my workflow to clients' deadlines.
- Using my creativity to enhance clients' ideas.
- Guide clients based on what they want for the best result.

Red Tea Detox | Community Manager

2017 – 2017 (5 Months)

Key responsibilities:

- Maintaining the brand's Instagram page to increase reach.
- Create posts that improve the brand's reach.
- Analyzing best strategies to improve the reach and sales conversions.

Red Tea Detox | Email Customer Support

2017 – 2017 (5 Months)

Key responsibilities:

- Helping customers with any issues or questions they had about the brand/ product in a timely manner.
- Problem-solve in an efficient manner based on customers' problems/questions.

Cybersecurity Analyst | Freelance

2020 – Present

Key responsibilities:

- Analyzing and gathering information about a business technology and how its infrastructure works
- Use said data to leverage and construct ways to vulnerate the business infrastructure and report the vulnerability to be patched.

Education Background

U.E Don Braulio Ramos

High School completed in 2020

Currently Looking to Enroll University

Looking to enroll for a Computer Science degree this year.