

RAFAEL AGAR OCANTO

Canton | 954-8122251 | i.t.rafaelagar@gmail | linkedin: rafael-agar-ocanto

Professional Summary

Highly motivated and detailed bilingual Web Developer professional focused on building a solid relationship with the team and contributing to the growth of the company.

Professional Experience

WEB DEVELOPER | CARLOS SOTO PH - SC 09/2022 -Actual

- Lead Web development, creating a new department in this company.
- Team work with the graphic designers and photograph.
- Implementing Google Workspace for workflow to the team.
- With this department the company raised the profit to 30% the last 5 months.

GRAPHIC DESIGNER, HELPDESK | ALCALDIA DE SAN DIEGO - VENEZUELA
04/2005 - 04/2008

- Developing websites and magazine layouts, increasing time views on both by 40%.
- As a Graphic Designer I Collaborated with the IT department Resolving Help Desk tasks Tier 1 and 2, managing over 300 users, reducing the number of callbacks by 40% and Increasing overall issue resolution rate by 10%.
- Design of digital and printed material with 95% of projects completed before their deadlines.

IT HELP DESK SUPPORT | OCULASER

- Graphic and Web Designer..
- keeping ~100 Users satisfied and Systems up providing Tier I and II support. Increased overall issue resolution rate by 10%.

Core Competencies

Team-player, Problem-Solving, Creative, Attention to detail, Constantly learning, timely response, Willing with the changes.

Technical Skills

HTML, CSS, JavaScript, Figma, UX/UI fundamentals, SEO On-page.

Education and Certifications

Coursework Towards Computer Science | Jose Antonio Paez - Venezuela

Certifications: Cisco CCNA 200-301, Linux Foundation LFS01, MS-900 Microsoft 365

<https://rafaelagar.com/> | <https://github.com/rafael-agar/> | <https://www.linkedin.com/in/rafael-agar-ocanto/>