

# Rafael Vásquez

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## EXPERIENCE

**Classic Mazda, EAST,**  
*Sales Representative, Orlando, Florida*  
2019- 2020

- Basic understanding of sales principles and customer service practices.
- Knowledge of customer and market dynamics and requirements.
- Ability to multitask, while being attentive to customers and remaining flexible to the needs of the business.
- Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service.
- Available to work a variety of hours, which may include early mornings, evenings, weekends and overnight shifts.

**Appliance Outlet,**  
*Sales Manager, Orlando, Florida*  
2019- 2020

- Basic understanding of sales principles and customer service practices.
- Knowledge of customer and market dynamics and requirements.
- Ability to multitask, while being attentive to customers and remaining flexible to the needs of the business.
- Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service.
- Available to work a variety of hours, which may include early mornings, evenings, weekends and overnight shifts.

**Department of Treasury**  
*Content Manager and Design, Sto Dgo, Dominican Republic*  
2012 – 2016

- Ensure that the project team understands all aspects of the prime contract relating to their responsibilities, and demonstrate a thorough understanding of the prime list and organizational structure.
- Collected, compiled, analyzed, and interpreted data to create the weekly magazine.
- Anticipated and provided recommendations on process improvement opportunities.
- Prepared and analyzed reports to achieve time savings.
- Maintained strict confidentiality with sensitive information, financial documents, records and personal matters. Handled confidential material at the highest level.

**Department of Transportation (Aviation Bureau)**  
*Programmer, Sto Dgo, Dominican Republic*  
2004 – 2005

- Reviewed applications in progress of development to ensure compliance with overall design parameters and corporate development standards.
- Attended weekly status meetings with the development, functional and projects management teams to discuss status, project timelines and testing strategies.
- Analyze existing applications to identify weakness and develop opportunities for improvements.
- Responsible for the development, testing, and implementing.

**Department of Transportation (Aviation Bureau)**  
*Executive Assistant, Sto Dgo, Dominican Republic*  
2003 – 2004

- Provide administrative and business support to the CEO/President and support other members of the executive management team. Maintain CEO's calendar -- plan and schedule meetings, teleconferences and travel.
- Improved efficiently by organizing mounds of paperwork into confidential, detail-oriented filing system.
- Revamped Excel record-keeping and reporting to furnish executives with a more accurate financial data.
- Often visited field operations on behalf of the director and submitted detailed situation reports.
- Prepared and analyzed expense reports to achieve cost savings.
- Maintained strict confidentiality with sensitive information, financial documents, records and personal matters. Handled

confidential material at the highest level.

**Department of Education**

*IT Specialist, Sto Dgo, Dominican Republic*

*2003 – 2004*

- Assist laptops, mobile, and audio-visual technologies.
- General staff support - respond to all Help Desk incidents to resolution.
- Support and setup all Audio and Video Conferences in conference rooms and Principal's offices.
- Replace and repair of defective equipment to ensure the continuity of service
- Train staff to be self-sufficient with the setup and operation of all conference technologies.
- Setup and configure mobile devices thru AirWatch.
- Interact and collaborate with IT staff on network and infrastructure issues.

**Department of Education**

*Programmer, Sto Dgo, Dominican Republic*

*2000 – 2004*

- Create and customize software applications and tools using advanced development and coding techniques. Manage all phases of application design -- from coding and prototyping through system testing, integration and deployment. *Results:*
- Served as a member of electronic placement project team, developing strategies to ensure compliance with new industry standards for electronic exchange.
- Regarded as a key member of pre-sales team closing large contracts (average of \$2.5M annually). Develop custom software solutions that help customers make more informed decisions, improve their use of capital and manage risk more effectively.

**EDUCATION**

**Web Development Bootcamp**

**University of Central Florida - UCF, Orlando, Florida**

*2020-2021*

**Master of Marketing**

**ESIC, Business & Marketing School, Barcelona, Spain**

*2010 - 2011*

**Master of Business Administration (MBA)**

**University of Palermo, Buenos Aires, Argentina**

*2005 - 2007*

**BEng. Computing and System Engineering**

**Pontificia Universidad Catolica y Maestra, Santo Domingo, Dominican Republic**

*2000- 2005*

**SKILLS AND QUALIFICATIONS**

- Proficiency with HTML, Javascript, Bootstrap, JQuery, Node.js and CSS
- Fluent in Spanish and English
- Advanced computer skills including: Microsoft Office, Outlook
- Basic knowledge graphic design software (photoshop, firefox)
- Basic Knowledge in platforms like SQL.
- Basic knowledge of debugging tools
- Ability to quickly learn to use new tools
- Flexibility, ability to change priorities quickly, and capacity to handle multiple tasks
- Applying programming and analysis skills with a detailed knowledge of the application
- Strong attention to detail