



# JOHAMELI MUÑOZ OCA

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Caracas, Venezuela

B1 English  
Basic French

## SKILLS

- Troubleshooting
- Active listening
- Influence and leadership
- Process Analysis
- Critical and Innovation Thinking
- Planning
- Interpersonal Communication
- Teambuilding
- Reappraisal Ability

## UX SKILLS

- Market Research
- Definition of user requirements
- Interactive prototypes
- Content design
- Design Software

## TECHNICAL SKILLS

- Documentation and search planned Google Trends,
- Creation of MIRO Wireframes
- Zapier/Postman REST API integrations with JavaScript
- Analyzing metrics in Google Analytics and Mixpanel
- Visual design, colour theory and layout of elements Adobe XD & Figma
- Vectorization, image editing and general graphics Illustrator & Photoshop
- HTML & CSS Layout
- SQL, UML, MYSQL & Oracle
- Code management and task planning GIT, JIRA, Monday, Trello, Asana and Notion.
- Event Segment and Event Tracking.
- Predictive Analyst with BigML
- Python Programming

## EDUCATION

BUSUU Annual Membership

Bachelor's Degree Systems Engineering UNEXPO - 2013 - 2018

Crehana Road Leadership 2022

SPLA: Microsoft Licensing  
Get Licensing

Product Analytics Micro-Certification (PAC)™  
MixPanel and Product School 2022

SQL and DDBB  
Venezolanas in Tech 2022

## SUMMARY

I'm visionary and creative woman. I've participated as a pioneer in several digital projects, defining operational, commercial and product development processes, by managing dev teams of 8 members supervised by the Manager. I've also performed requirements analysis, automation and documentation to define a clear and accurate Roadmap using UX techniques.

## GOALS

- I have worked in the quality area to improve the interfaces and logic of the Pedidos Móvil application in terms of content.
- I designed a business model in Pedidos Móvil for the different plans of the application considering transaction fees and profit opportunities.
- I made a Customer Service Bot for Olascoaga.mx defining the whole process of operation of the foundation.
- Developed Local Web SEO strategies for the website Dr. Carlos Morales with a 35% increase of visits.

## WORK HISTORY

### Project Manager of Data Center and Cloud Solutions - Licencing Assurance SA (12/22 - Act.)

- Elaboration and development of an Annual Plan for the activities of customers
- Elaborate webinars, presentations and analyst infrastructure Data Centers Customers
- Manage documentation of work history from customers
- Offers successful cases of implementation products and automation process

### Creation of a Customer Service Operational Plan for the STEM Cordem Program - Olascoaga.mx (01/22 - 06/22)

- Analysis and follow-up of the program participants' attention process, elaboration of a flowchart.
- Design, implementation and testing of Bots in the Message Bird Platform, with Instagram, Facebook and Telegram channels.
- Management and definition of needs for developer of Reminders Bot in Telegram.

## FREELANCES PROJECTS

### Upwork & Freelancer

★★★★★ 4.77

<https://www.upwork.com/freelancers/~0154ceb3e67fe83203>

<https://www.freelancer.com/u/johamuzoca>

For each platform, I've done market research projects, product keyword research, WordPress template design and development, team management and QA testing.

Current project:

- Web Manager - CIX Company (10/2022 - Act.)

## VOLUNTEER

Venezolanas in Tech 2022 - Meditation Instructor

Venezolanas in Tech 2023- Mentee Program #MentoríaVit

ONG Inkua 2022 - Product Designer UX