

JOHAMELI MUÑOZ OCA

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SUMMARY

I'm a 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 and Data Analyst.

SKILLS AND ACCOMPLISHMENTS

- **PERSONAL SKILLS:** Troubleshooting | Active listening | Influence and leadership | Process Analysis | Critical and Innovation Thinking | Planning | Interpersonal Communication | Teambuilding | Reappraisal Ability
- **ANALYTICS & UX SKILLS:** Market Research | Definition of user requirements | Interactive prototypes Hotjar | Content design | Design Software | Analysing metrics in Google Analytics and Mixpanel | Predictive Analyst with BigML | Event Segment and Event Tracking Google Analytics, Bloomreach and Segment | Documentation and search planned Google Trends | Creation of MIRO Wireframes
- **OTHER TECHNICALS SKILLS:** | Zapier/Postman REST API integrations with JavaScript | Visual design, colour theory and layout of elements | Adobe XD & Figma | Vectorisation, 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 | SPLA and Cloud Business AWS Sales | Phyton Programming | Advanced Excel | Webhook integration
- **ACCOMPLISHMENT 1:** I designed a business model in Pedidos Móvil for the different application plans considering transaction fees and profit opportunities.
- **ACCOMPLISHMENT 2:** Developed Local Web SEO strategies for the website of Dr Carlos Morales with a 35% increase in visits.
- **ACCOMPLISHMENT 3:** Generate 3 opportunities in less than 1 month for sales of new migration infrastructure services from Licensing Assurance SA

WORK EXPERIENCE

Project Manager of Data Center and Cloud Solutions | Licencing Assurance SA, United States (12/2022) - Present

Elaboration and development of an Annual Plan for the activities of customers | Elaborate webinars, presentations and analyst infrastructure Data Centers Customers | Create site mapping of HUB platform Cloud and DataCenter Panel Customers | Manage documentation of work history from customers | Offers successful cases of implementation products and automation process | Generate Data Analyst, Executive and Technical Reports | Clustering and Management of resources with Vcenter Server and Vmware Esxi | Virtualisation and configurations of VMWare, HyperV and other environments | Licensing of Microsoft and AWS products on the Assessment Sales Fase

Creation of a Customer Service Operational Plan for the STEM Cordem Program | Olascoaga, Mexico (01/2022) - (06/2022)

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.

Freelance Consultant | Upwork & Freelancer Platforms, United States (12/2017) - Present

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

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

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

LANGUAGES

- B1 English
- A1 French

EDUCATION

Bachelor's Degree in Systems Engineering | UNEXPO, Venezuela (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

Venezolanas in Tech 2023- Mentee STEM Program #MentoríaVit

VOLUNTEER

Venezolanas in Tech (Since July 2022) - Meditation Instructor

ONG Inkua (Since October 2022) - Product Designer UX