

J. Napoleon Guardado

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Profile

More than five years of web development experience, building a web presence from the ground up - from concept and layout to programming and SEO optimization. Detail-oriented with extensive WordPress experience and well versed in WordPress themes and plugins. Strong background in customer relations and project management.

Key Skills

- Database management (SQL server, MySQL, and Access)
- Object Oriented Development
- Web or desktop development using C++, Java, HTML, CSS, PHP, and JavaScript
- Hardware and software management
- Skilled at helping clients' websites problems
- Fluent in Spanish and English
- Adept in network management (CISCO)

Education

Southern New Hampshire University, Manchester, New Hampshire
Bachelor of Arts - Computer Informational Technology

May 2016

Work History

Web Developer

Freelance

June 2016 - Present

- Develop project concepts and maintain optimal workflow.
- Collaborate with designers to create clean interfaces and intuitive interactions.
- Carry out quality assurance testing to discover usage errors and optimize usability.
- Design websites using a content management system (CMS) for various clients.

Website Administrator *(part time, remote)*

RegDOX Solutions Inc., Nashua, NH

Jan 2016 - Present

- Developed a fully customizable and responsive website with WordPress allowing the company's employees to update their webpages easily.
- Perform ongoing technical support and testing of website's pages updates.
- Oversee continuing SEO updates.

Training Facilitator

Community Resources, Olympia, WA

Mar 2015 - Sept 2016

- Taught WA State Department of Health & Human Service's mandated Residential Services Curriculum for newly hired employees.
- Created daily training and performance reports and coordinated training schedules
- Solved computers or printers network connectivity problems.
- Worked to troubleshoot and solve problems related to in-house software incompatibility.

Customer Service Agent

Transactel, El Salvador

Jan 2014 - Oct 2014

- Answered nearly 100 calls per day, helping customers to solve problems with their accounts or devices in less than 15 minutes.
- Sent daily reports for the calls, summarizing the issues of each caller and how they were solved.

General Manager

Salvadoran Mountaineering and Climbing Federation-FSME, El Salvador

Feb 2009 - Jul 2013

- Promoted the FSME through demos, tradeshow, national and international expos and events.
- Interfaced with members of the public and was the first point of contact for all customers.
- Built and maintained organization's website and social media sites.
- Installed software and maintained computers and organization's database.
- Developed a website using WordPress.
- Managed annual operating budget and finances and kept daily activities and vehicle logs.

Certifications

- Cisco Certified Network Associate Exploration (CCNA): Network Fundamentals, 2011
- CCNA Exploration: Routing Protocols and Concepts, 2011
- CCNA Exploration: LAN Switching and Wireless, 2011
- Under Management Awareness ISO 9001:2000, QC2000 AC Independent Consultants, 2007
- Management Process Under ISO 9001:2000, QC2000 AC Independent Consultants, 2007

Community Service

Outdoor Recreation Support, Vermont Adaptive Sports, Pico, VT

Aug - Dec 2013