

## CONTACT INFORMATION:

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**Faustino Leonidas Gaitán**

34 years old, single

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**UX PORTFOLIO:** <http://www.fausgaitan.com>

**BEHANCE:** <https://www.behance.net/faustinogaitan>

## Skills & Abilities

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- Excellent communication, interpersonal, and client-management skills. Works well under pressure.
- Team-work oriented. Empathetic, listener, & mediator.
- 10+ years using the English language in a bilingual level.
- Self-Taught; acquires knowledge and skills easily on own initiative.

## Career History

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➤ November 2013 – May 2017 : **HP Enterprise Services.** (3 year & 7 months)

**UI / UX DESIGNER** for the UMG account (Universal Music Group)

- Working along other developers, business analysts, and clients to design solutions.
- Developing wireframes, user interaction models, information architecture and screen flows
- Collaborating in conducting usability tests, develop test plans, build prototypes and analyze results
- Developing and educating others on usability testing techniques and processes
- Keeping up-to-date on current user experience industry trends.
- Javascript / HTML / CSS Bug Fixing

➤ 2003 – Currently: **Freelance Web & Graphic Designer** (+ 10 years)

- Conducting User Research, User Testing, Competition Analysis.  
Developing Personas, User Stories, & Job Stories.
- Identifying pain points and defining problems in web and mobile apps.
- Developing User Flows, wireframes with Balsamiq and in paper.
- Creating Interactive prototypes with adobe XD.
- Developing User Flows.
- Information architecture & copywriting skills.
- Interpreting and translating requirements of businesses into visual designs.
- Integrating Jquery into existing wordpress themes like sliders and galleries.
- Developing and updating existing deliverables by using HTML & CSS.
- Managing databases in Mysql, creating users, databases, and performing queries to update information in the server.
- Analyzing the requirements of projects and developing the coding with the help of html and css.
- Designing / Developing Websites for Small Businesses using Wordpress.
- Discussing and reviewing with clients from all over the world about concepts or delivered designs.
- Providing design support to customers as needed.
- Collaborating with other designers to complete several projects and convey designs.
- Solid knowledge of Search Engine Optimization - on-page & off-page optimization.

➤ September 2011 – November 2013 : **HP Enterprise Services**. (2 year & 3 months)

**APPLICATION SUPPORT ANALYST** for the SUSTAIN TEAM of ALLY FINANCIAL (Ex General Motors Acceptance Corporation)

- Analysing incidents affecting the normal development of software used by the client.
- Analysing code, performing minor code changes and compiling programs.
- Performing Administrative tasks by loading results and documenting changes in Advanced English Writing.
- Participating in meetings and contacting Tech leaders in USA.
- Analysing code errors, modifying data already loaded in the software.
- Communicating with other technical teams.
- Reviewing deliverables and documents issues / risks by making sure work products are documented correctly.
- Helping identifying issues or risks prior to implementation.
- Ensuring systems are developed with long term operational stability and system maintainability in mind.

- Facilitating efficient knowledge transfer to the Sustain Support Team.
- Reviewing other application teams estimates.
- Testing programs and Changes by preparing test data, conducting test runs and reviewing input and output data.
- Documenting application program code.
- Prepare components and documentation for productions installs.
- Holding Code Changes Reviews.

➤ December 2006 – September 2011 **MCI - APEX AMERICA.** (almost 5 years)

#### BILINGUAL CSR IN THE TECHNICAL NETWORK TEAM - MCI

- 2<sup>nd</sup> Level CSR for a landline phone company in the Technical Network Team.
- Providing technical support by troubleshooting telephone lines using different Systems & GUIs.
- Checking Line records and opening orders to update information on customer's accounts.
- Educating customers in a comprehensive manner on how to properly troubleshoot their own telephone lines.
- Working in direct connection with major providers' offices such as Verizon, AT&T, Century Link and Fairpoint for resolution of telephone lines technical incidents.
- Taking Manager Calls.
- Working as part of a team to meet specific objectives/ goals.
- Opening detailed trouble tickets to resolve line problems.
- Participating in conference calls and representing the Center by sharing best practices, set action plans and planning the next steps for quality and productivity improvement.
- Providing superior customer service and work quality while demonstrating attention to detail and flexibility.
- Earning 100% QM marks in all categories including communication skills, listening skills, problem resolution and politeness.
- Managed a high-volume workload within a deadline-driven environment.
- Back-office related tasks such as follow-ups, closing reports, taking supervisor calls and making sure customer issues were properly resolved in time and manner.

➤ December 2005 – December 2006: **TRACFONE WIRELESS - APEX AMERICA.** (1 year)

#### BILINGUAL CSR IN THE CREDIT CARD DEPARTMENT

- CSR for an American Prepaid wireless cell phone Company in the Credit Card Department.
- Responded to inbound service calls in a fast-paced, high-volume call centre.
- Providing general customer support: phone activations/reactivations, airtime card redemptions, general phone troubleshooting.
- Handling customer's sensitive data (credit card numbers, personal information, etc)
- Processing refunds on customer's credit cards.

## Education

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2006 – 2007 – **Faculty of Languages - Universidad Nacional de Córdoba (UNC)**

English Translation Degree – 1st year complete.

2001 – 2004 – **Universidad Tecnológica Nacional (UTN-FRC)**

Industrial Engineering – studies complete up to 3rd year.

2011 – 2015 – **Universidad Tecnológica Nacional (UTN-FRC)**

Systems Engineering – currently doing subjects from different years to complete the systems analyst career.

## Language Skills

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**English:** Written/Spoken: **Bilingual Level.**

- Fluent and effective communication, good spelling and grammar.

## Skills & Knowledge

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|------------------------|-------------------------------|
| ✓ Adobe XD             | ✓ Pacbase                     |
| ✓ Adobe Photoshop      | ✓ Lotus Notes                 |
| ✓ Balsamiq             | ✓ Customer Service Experience |
| ✓ Fluent English       | ✓ Graphic Design              |
| ✓ HTML + CSS           | ✓ Brackets                    |
| ✓ Wordpress            | ✓ User Research               |
| ✓ Bilingual-Spanish    | ✓ Competitor Analysis         |
| ✓ Applications Support | ✓ User Flows                  |
| ✓ IBM Mainframe        | ✓ Personas                    |

- ✓ Wordpress
- ✓ FTP
- ✓ JQuery
- ✓ DHTMLX
- ✓ Microsoft Office
- ✓ Programming
- ✓ z/OS
- ✓ Mainframe
- ✓ Web Development

- ✓ User Testing
- ✓ Guerrilla Testing
- ✓ unit tests
- ✓ NetBeans
- ✓ Eclipse
- ✓ BlueJ
- ✓ StarTeam