

Juan Carlos Susano Chávez

Expert Wordpress Web Designer & Developer,
IT Customer Support Specialist.



 Santa Cruz de la Sierra, Santa Cruz, Bolivia

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Profile

I am a Web Designer and Developer expert in WordPress, IT Customer Support Specialist with 12 years of experience.

I have created more than 100 successful websites for startups, medium and large companies. I have developed corporate, multilingual, e-commerce, simple and complex web solutions for all types of clients and digital communication agencies.

As IT Manager I have led Technology departments and have been in charge of managing the hardware and software equipment of the company from the computers of each employee to the administration of the corporate network, server and firewall.

I have a strong work ethic and excellent communication skills in advanced English that allow me to interact with customers and technical support staff worldwide.

I have knowledge of SEO, Google Analytics, Google Search Console, E-Commerce and WhatsApp Business API.

I work with tools such as Trello for project management and Adobe Photoshop for image editing tasks.

Visit my portfolio: <https://www.susano.pro/en/>

Work Experience

- **Web Design & Development Associate Director**
Kreab Bolivia S.A. | January 2018 - February 2022

I have worked as Director of the Web Design & Development Department being in charge of all tasks related to technology and communication. Design and development of websites for the company's clients and technical support for internal staff.

In charge of server administration, firewall and network operation. Administration of hosting accounts and client domains.

- **Web Designer & IT Support**
Kreab Bolivia S.A. | May 2016 - January 2018

I was in charge of the design and development of websites for the company's clients. Provided technical support for internal staff and clients. Report issues and progress to the Department Director on assigned tasks.

- **Design & Development Project Manager**

The Galindo Consulting Group, Inc. | April 2009 - April 2016

Search, get and lead/work on the different web development projects using Wordpress as CMS and develop the sites using the latest web tendencies like HTML5 and CSS3, full mobile adaptability. The projects also required perfect communication either written or verbal via Skype or phone. Once the project is completed ongoing support is given to the client until he/she is fully capable to manage the website.

- **IT Manager**

Social Team S.R.L. | January 2009 - April 2009

Design and develop websites for clients. Provide IT technical support to internal staff and clients. Report to the General Manager on all incidents of assigned tasks.

- **IT Manager**

Curriculum Enterprise S.R.L. | July 2007 - November 2008

Create and manage the first Job Board System in Bolivia Curriculum.Bo. Train internal staff and clients on the use and functionality of the website.

- **Head of Vehicle Department**

Servicios y Operadores SIO S.A. | August 2006 - January 2007

Operations management of the Department of Motor Vehicle Procedures. In charge of a team of 40 people. Reporting incidents to the General Manager.

- **Operations Supervisor**

Servicios y Operadores SIO S.A. | November 2005 - July 2006

Administration of tasks of the Operational Auditing department in charge of a team of 15 people. Reporting incidents to the Head of Department.

Education

- **Bachelor's Degree on System's Engineering**

Universidad Domingo Savio | January 2001 – December 2005

- **English Proficiency Graduated**

C.B.A. Santa Cruz – Centro Boliviano Americano | January 1998 – December 2000

- **Computer Repair and Configuration Technician Graduated**

Fundación Infocal Santa Cruz | February 1998 – December 2000

Skills

Wordpress • Web Design • Web Development • Elementor • Written and Oral Communication • Customer Service • English • Project Management • PHP • MySQL • WhatsApp Business API • Google API • SEO • Web Security • Web Performance Optimization • User Experience (UX)

Honors & Recognitions

- **Bronze Benemerenti Medal**
Sacred Military Constantinian Order of St. George | June 2021

In June 2021 I was awarded the Bronze Benemerenti Medal of the Sacred Military Constantinian Order of St. George for outstanding services provided to the same and to the Royal House of the Bourbons of the Two Sicilies for assistance to its humanitarian, hospitaller and charitable projects and initiatives.

Work References

- Analía Mansilla, Managing Director, +591 77371554
- Edmundo Rodríguez, Managing Director, +591 75504000
- Liliana Barroso, Digital Communications Director, +591 78185955