

CLAUDIA ZAYAS

WEB DEVELOPER/ WEBMASTER
NEW YORK, NY

PROFILE

Web developer/webmaster with a proven history of working in the information technology and services industry. Specialized in Search Engine Optimization (SEO), OFFICE, HTML / CSS / JS, Bootstrap, WordPress, Joomla, database management, and project management.

SKILLS

- Version Control (Git / Github)
 - UX Design
 - Strategic Thinking
 - UX Documentation
 - Branding
 - Video Editing
- Social Media Marketing
 - Web User Interfaces
 - Website Optimization
 - Project Management
 - Database Management
- Website Monitoring & Maintenance
 - Problem-Solving Skills
 - Fast Learner
- Fluent in English & Spanish

CONTACT INFORMATION

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Portfolio:
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WORK EXPERIENCE

Community Coordinator/Webmaster

New York City Department of Education (2023-Present)

- Provide assistance to staff on utilizing computer and software programs including but not limited to email, word processing, educational and district applications, as well as on the proper use of audio-visual, electronic and related peripheral equipment.
- Receive and resolve user 'help desk' calls. Documents calls, forwarding work order requests to other technology staff.
- Install and configure networked computer users, e.g., computers, printers, tablets, projection devices such as smartboards, cabling, and peripheral communications equipment. Installs software and configures systems to support electronic mail. Troubleshoots mail access problems.
- Troubleshoot and perform various technical computer and peripheral repair duties that include but are not limited to diagnosing system failures and isolating faulty parts, and verifying and testing for correct operations.
- Provide basic technical support to enterprise software systems supporting networked computers such as those for system updates, and anti-virus to ensure reliable communication for teacher/student computer, district usage, network, and system operations.
- Manage and update the school's website.

IT Operations Coordinator / Webmaster

Dominicano Digital (2016-2023)

- Led the strategic planning for the IT department, resulting in the establishment of a comprehensive roadmap aligning IT initiatives with organizational objectives.
- Successfully identified and specified IT solutions to address specific business needs, streamlining operations and enhancing overall efficiency.
- Implemented a robust risk management framework, effectively identifying and mitigating potential risks, ensuring seamless IT operations even during challenging circumstances.
- Spearheaded the evaluation and capacity management of IT resources, resulting in optimized resource allocation, improved performance, and cost savings.
- Efficiently managed and resolved incidents and problems, implementing best practices to minimize downtime and improve the overall reliability of IT services.
- Ensured the continuity of IT services, Information Security Systems, and regulatory compliance, maintaining a robust and secure IT environment.

Web Designer

Ministry of Education of the Dominican Republic (2011-2021)

- Successfully updated and maintained the Ministry of Education's website content, ensuring accurate and up-to-date information for the public.
- Proactively published press releases on the Ministry of Education's website, ensuring timely dissemination of important updates and announcements.
- Demonstrated strong communication skills by promptly responding to public messages from users on the Ministry's Facebook and Instagram pages, improving user engagement and satisfaction.
- Effectively managed and maintained the Ministry of Education's forum, fostering a collaborative online community for students, educators, and stakeholders.
- Played a key role in managing and publishing audiovisual content on the Ministry's YouTube channel, enhancing the Ministry's online presence and outreach.
- Expertly operated platforms and web applications, ensuring seamless functionality and user experience.

EDUCATION

Escuela de Organización Industrial (EOI) (Spain)

Post-graduate Certificate: Digital Marketing, 2019

Universidad APEC (Dominican Republic)

Master's degree in Electronic Commerce, 2014-2016

Utah State University (USA)

Bachelor's degree in Management Information Systems, 2005-2009