Jose Fagundez

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Project Manager and Data Analyst with a diverse background in business development, customer-facing roles, digital marketing, web development and design, translation, and tutoring. I also bring a creative edge with my experience in music, audio production and sound engineering. These skills have been honed through personal and freelance projects, online courses, and hands-on experience.

Over six years of English teaching and tutoring independently have sharpened my language proficiency and strengthened my ability to communicate effectively across diverse audiences.

CORE COMPETENCIES

Technical Skills

- **Data Analysis & Science:** Python, Jupyter Notebooks, Data Visualization, Machine Learning (basics).
- **Web Development & Design:** HTML, CSS, JavaScript, Figma, Shopify, Wordpress.
- **Automation & APIs:** Zapier, API Integrations.

Sales & Customer Success

- **Sales Strategies:** Cold Calling, Upselling, Lead Qualification, Negotiation.
- **Customer Service:** Conflict Resolution, Client Onboarding, Bilingual Communication.

Creative Skills

- **Music & Audio Production:** Sound Engineering, Mixing & Mastering, Artist Development.
- **Composition:** Songwriting, Singing and Music Theory.

Project Management & Business Strategy

- **Project Management:** Planning, Scoping, Budgeting, Risk Management, Change Management.
- **Operations & Strategy:** Business Development, Process Optimization, Team Leadership.
- **CRM & Outreach:** Close, Apollo.io, LinkedIn, ManyChat, Notion.

Marketing & Branding

- **Digital Marketing:** Google Ads, Meta Ads, Lead Generation, Appointment Setting, SEO.
- **Branding & Graphic Design:** Logo Design, Content Creation, Social Media Management.

Language & Communications

- **Language:** English C2 Certified, Spanish Native
- **Communications:** English Translation & Tutoring.

PROFESSIONAL EXPERIENCE

Florida Center for Allergy & Asthma Care

Scheduling Representative, Hollywood, Florida - USA, *remote* (Sept, 2024 – Present).

- Conducted patient outreach to coordinate and schedule appointments.
- Provided exceptional customer service by addressing patient inquiries and resolving scheduling conflicts.
- Navigated healthcare and insurance provider systems to confirm coverage and ensure seamless appointment setups.

Call Center Representative, Hollywood, Florida - USA, *remote* (May, 2023 – August, 2024).

- Delivered inbound support to patients, assisting with appointment scheduling and healthcare inquiries.
- Maintained a patient-focused approach, ensuring satisfaction and clarity in all interactions.
- Utilized insurance provider systems to confirm coverage and streamline patient care processes.
- HIPAA certified.

DezzScientist - *self employed* (Own Brand & Freelance Consulting Agency)

Founder, Project Manager & Data Analyst, Remote (Feb 2021 – Present).

 - Business Consulting & Management with Data-Driven Decisions - **dezzScientist.com**

- Professional consultation for small and mid-size businesses.
- Applied data-driven insights to refine outreach, processes, customers, people and product.
- Integration of APIs to automate tasks.
- Lead generation and qualification.
- Branding & Design.
- Web Development.

 - Outreach Strategy, Lead Generation and Team Management (Nov, 2024 - Present | Texas, USA) *remote*
Growth Motives Agency.

- Remodeling Businesses in Europe and Oceania.
- Tracked interactions and streamlined lead management using CRM systems.
- Conducted outbound emails, calls, and meetings through various digital marketing tools.
- Developed a custom script/app to streamline the lead generation and organization process, and am continuously adding new features and improving the interface design.

 - Web Design Consultation (Oct, 2022 - Dec, 2022 | Maryland, USA) *remote,* **MOTM Vaultage.**

- Website Redesign Consultation.

- Community Manager (Feb, 2021 - Jul, 2021 | Falcón, Vzla) *remote,* **Inversiones CEBA Paraguaná.**

- Strategy and Content Creator.

- Community Manager (Sept, 2021 - Dec, 2021 | Santiago de Chile, Chile) *remote,* **Deco Katty**.

- Strategy and Content Creator.

WinIt, LLC

Customer Success Specialist, New York - USA, *remote* (Oct, 2022 - May, 2023).

- Conducted outbound calls to potential clients, offering legal representation for traffic ticket disputes.
- Managed client inquiries and provided clear information about legal services, ensuring they understood the process for both traffic and parking tickets, and utilized upselling techniques to encourage additional subscriptions while maintaining high customer satisfaction.
- Managed two distinct departments for traffic and parking tickets, balancing multiple client accounts and workflows effectively while collaborating with a team of attorneys and legal experts to ensure the best outcomes possible.
- Leveraged cold calling and scheduled follow-up calls to maximize client engagement and ensure continuous service.

Mundo Jonathan D' Paraguaná, C.A., Punto Fijo, Falcón - Venezuela (Dec, 2016 - Dec, 2019)

Sales Associate & Inventory Manager.

- Managed inventory, organized stock, and ensured product availability through regular audits and stock replenishment.
- Implemented efficient inventory systems that improved stock organization and reduced discrepancies.
- Developed strong customer service skills while maintaining an orderly and effective sales strategy on the sales floor.
- Contributed to achieving sales goals and overall store performance.

EDUCATION AND CERTIFICATIONS

Customs Administration | **Instituto Universitario De Tecnología José Leonardo Chirino** - Falcón, Venezuela (2020 - Coursework in Customs Administration - No Degree Earned).

Google Project Management Professional Certificate | **Google & Coursera** - Remote (Apr, 2025).

Data Science: NLP Specialization | **Codecademy** - Remote (Sept, 2024 - in progress).

English Certification, **80/100 - C2** | **EF SET Education First -** Remote (Mar, 2025).

Marketing & Advertising Certificate | **MTF Institute -** Remote (Mar, 2025).

Data Analysis With Python **- freeCodeCamp.org -** Remote (Feb, 2025).

Responsive Web Design **- freeCodeCamp.org -** Remote (March, 2024).