

JOSÉ MANUEL FRANCO

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SUMMARY

I am an enthusiastic, creative Graphic Designer, Social Media player, and, IT Professional, with solid problem-solving skills, proven strengths in creativity, collaboration and taking criticism. Also excels at several design tools such as Adobe Photoshop, Adobe Illustrator, Adobe XD and web WYSIWYG. CMS (Content Management System) knowledge like WordPress and Ability to modify HTML5, CSS3 and JavaScript.

SKILLS

- ADOBE XD
- ADOBE Photoshop
- ADOBE Illustrator
- MS Expression Web 2 (WYSIWYG))
- HTML
- CSS
- Signage and branding skills.
- Planning and organization
- Basic MS SQL Queries
- Windows Server 2008/2012
- Active Directory
- Problem solving
- Communication team player skills
- Conflict management
- Interpersonal skills
- Leadership and motivation skills
- Initiative

EXPERIENCE

06/2015 to Current

UX/UI Designer

Infomedika Inc – San Juan, PR

- Generated concepts and initial design explorations for new features and other product aspects.
- Revised user flows and designs based on design reviews, usability testing, A/B testing and other analytics, customer support feedback and other sources of input.
- Drove the alignment of business requirements, user-centered design methodology and technology factors to create successful UI/UX designs.
- Regularly articulated design decisions and rationale to non-design partners and peers.
- Presented pros and cons of various design approaches to design teams and management.
- Drove core Agile process routines.
- Presented solutions to complex design problems in presentations, click-through prototypes and design specifications.
- Developed and maintained company style guide.
- Conducted usability testing and integrated feedback into revisions.

05/2013 to 06/2015

Applications Deployment Specialist

Infomedika, Inc

- Support implementation of new functionality in the system by helping Implementation Team and end user needs assessments, participating in design and testing, and developing related workflow.
- Develop and maintain all needed training and reference materials.
- Effectively communicates with end-users to resolve problems and promote engagement with EHR systems.
- Infomedika is the biggest EHR and Hospital Pharmacy Software provider in

Puerto Rico.

- Hospital Pharmacy Software (WinPharm) System Deployment Specialist.
- Electronic Health Record (EHR) System Deployment Specialist.
- Electronic Medical Record (EMR) System Deployment Specialist.
- Electronic Medication Administration Record (EMAR) System Deployment.

06/2010 to 03/2013

Digital Marketing Specialist

Caribbean Sign Supply – Guaynabo, PR

- Maintain the website up and running.
- Planning website sales.
- In charge of the web catalog.
- Implemented SEO techniques using carefully researched keywords.
- Oversee the maintenance and improvement of the current infrastructure in support of enhanced reliability, user service levels and security.
- In charge of identifying the information technology applications that will reduce costs and improve customer service.
- Responsible for documenting it standard operating procedures and system configurations.
- Analyze system logs and identifying potential issues with computer systems.
- Introduce and integrate new technologies into existing data center environments to support business plans.
- Perform routine audits of systems and software.
- In charge of company's disaster recovery policies implementation including backups.
- Apply operating system updates, patches, and configuration changes to ensure the best operational performance and minimize security risks.
- User maintenance and technology consults.
- Troubleshoot any reported problems.
- Install and configure new hardware and software.
- System performance tuning.

12/2007 to 02/2010

Administrative Officer

Asociación de Maestros de Puerto Rico

- In charge of the SPM-SEIU Communication and Data Center.
- Analyze Data from the field and call center.
- With this process, we update the data over 40,000 teachers in Puerto Rico.

Web Consultant *E-marketing and Social Network developer

- Graphic Design.
- Photography.
- Traffic.
- Public Relations.
- Web Design.
- Graphic Design.

EDUCATION AND TRAINING

Online Courses: UX & Web Design Master Course

Udemy – San Francisco, CA, United States

Online courses - In Progress

UX & Web Design Master Course:

- *Strategy, Design, Development*

Angular 5

Programming Fundamentals

2016

BBA: Management Information Systems

Inter-American University of Puerto Rico - Metro Campus – San Juan, PR

2012

Certified Network Security Associate - CNSA

InterAmerican University of Puerto Rico- Metro Campus – San Juan, PR

1998

Bachelor of Business Administration: Finance

Pontifical Catholic University of Puerto Rico – Ponce, PR

REFERENCES

REFERENCES Available upon request

ACTIVITIES AND HONORS

Member of The Interaction Design Foundation

PORTFOLIO

<http://www.josemfranco.com>