

Leo Caju

IT Project Manager,
Web Developer & Consultant

Phone: (215) 789-9759 - Fax: (612) 233-7735

<http://www.caju.org> - E-mail: leo@caju.org

QUALIFICATIONS AND EXPERIENCE

- 7 years: Web Development & Project Management. Involved with web creative processes, navigation structures, design, coding, as well as coordinating and directly interacting with graphic designers, programmers, and clients during all stages of development.
- 6 years: Photoshop design for web and hand coding of HTML, DHTML, and CSS. Familiarity with PHP and ASP editing. (Please go to www.caju.org/portfolio.html to view portfolio samples).
- 5 years: Outsourcing. Extensive experience with foreign and domestic outsourcing. I enjoy efficiently communicating with IT talent, recognizing individual skills that match a particular project (or part of a project), negotiating terms, follow up, and managing deadlines. Hired and worked with many qualified individuals and companies from the US, India, Romania, China, France, Brazil, and Italy.
- Excellent writing, technical writing, and personal organizational skills. Technical writing sample at www.caju.org/ibizpanel
- Languages: *Fluent Spanish and Portuguese*. I can introduce products and provide support in these markets.
- Digital photography. Experience in digital photography of clothing, and Photoshop editing to achieve color fidelity of photographs to be ready for web. View www.caju.org/reliqphotography
- 2 years: SEO experience. White hat SEO practices with keen interest in creative and diversified internet marketing strategies. Use of web analytics to find ways to increase overall traffic and "quality" of website traffic.
- Fast and accurate typing skills: *Average typing speed 70+ words per minute.*
- 5 years: Managed web servers running IIS, Mdeamon Mail Server, and DNS servers. Experience with servers running Red Hat Linux. Familiar with Linux and principles of UNIX.
- 5 years: Technical support. Special ability to train and guide customers through technical difficulties, *by first recognizing their level of computer skill*. Used this key factor as the basis to successfully guide clients to the completion of their identified task.
- Computer hardware knowledge and extensive *hardware hands-on experience*.
- Problem Solver with great ability to *multi task and prioritize*.
- Intuitive, creative, adaptable, a fast learner, and enthusiastic entrepreneur spirit. *A good listener and a loyal team player.*

EMPLOYMENT HISTORY

June 2005 – September 2007

MARKET MY SITE & HOSTLAND – Miami, Florida

Customer Support Manager - MarketMySite.com & Hostland.com

- Directly interacted with customers via email and phone to resolve wide varieties of complex and simple issues, using company's CRM system. Most issues resolved within 2 hours of first alert. 24/7 availability.
- Learned and applied new SEO and marketing strategies.
- Responsible for site updates (not design) and promotional campaigns.
- Responsible for coordinating and interacting with higher up data centers on number of issues, from data recovery to network outages. Prompt and effective customer interactions ensured that company's reputation was upheld and customers were satisfied. Delivered and maintained impeccable customer service even in frustrating circumstances.

Nov 2004 – June 2005

PC AMBULANCE and FREELANCE WEB PROJECTS - Miami, Florida
On-site Technical Support

- Installed and configured a complete wireless network at Greenwich Studios, South Florida's largest movie studio facility. Internet was made available to the entire facility using a multi-access-point structure.
- Participated in special projects for Getronics that involved software and hardware updates for Home Depot stores and AXA Financial offices.
- Responded to other 100+ PC Ambulance calls at homes and business offices in the Miami area, thus encountering and solving a multitude of computer related problems.
- Worked on a number of web projects. [View portfolio](#).

Nov 2003 – Nov 2004

PC AMBULANCE - Gainesville, Florida
On-site Technical Support

- Designed web site www.pcambulance.biz from concept Photoshop design to HTML coding.
- Directly involved in helping customers with their computer problems, ranging from computer viruses, network and hardware issues, data backups and retrieval, Internet setups, and personal tutoring.
- Managed all levels of marketing and daily company operations.

March 2003 – Oct 2003

PALACE PRESS INTERNATIONAL - San Rafael, California
Project Manager and Network Administrator

- Oversaw design and printing production of high quality books. Made sure design team met customer's expectations in design quality, maintained production schedules, met with clients, and negotiated printing rates for client's projects. Client and vendor interaction were key to creating and delivering an excellent product.
- Introduced successful improvements for the better and updated use of technology, such as high-resolution file storage, project filing and backup, email features such as IMAP and IMAP shared folders for better internal email communication. Created methods for private access to project files for customers and book printers, so that clients, the design team, editors, and book printers could conveniently review these files over the Internet during all stages of the production process.
- I was the key technical support of a network consisting of 50+ computers and 3 (Web/Mail/FTP) servers. I was additionally ready to assist company employees regarding their computer problems and questions.
- Designed and implemented wiring for phone and data at Palace Press' large new 2-floor building facility.

Jan 1998 - Feb 2003

NETCONTENTS INC. - Gainesville, Florida
Web Hosting and Development – Project Manager and Developer

- Created and maintained a Web Hosting and Internet Development Company. During this period I personally developed many high quality web sites. Visit www.caju.org to view portfolio.
- Ensured all systems were configured to specifications. Maintained web servers.
- Contracted several eastern European programmers to assist in coding complex e-commerce web sites and other custom projects. Proper remote management of personnel and good communication were essential to making sure projects were delivered on-time and bug free.

ADDITIONAL EXPERIENCE AND INTERESTS

- Very familiar with QuickBooks Pro/Quicken and accounting procedures, Macromedia Homesite for HTML and CSS editing, Mdaemon Mail Server, X-Cart shopping cart ([click for customization sample](#)), Help Desk software, Windows Remote Administration, entire Microsoft Office package, Outlook Express, network monitoring tools, anti-virus software, data recovery processes and software, and Mac computers.
- Good knowledge of most known software. With the amount of software available in the market today, I am able to evaluate them for specific needs and wants.
- I can also evaluate, document, and give feedback on software, website design and functionality, from an end-user perspective. I believe that software and Internet websites should be neatly designed, user friendly, and self explanatory. With this in mind, I will analyze any system (software or web based), to look for practical ways to improve the look, feel, navigation, and usability.
- 6 years of competitive swimming. Additional key interests include Brazilian jiu-jitsu, psychology, eastern philosophy, social dynamics, surf, movies, and music.

References available upon request.