

Cesare Riverso

Data Analyst and Project Manager with Google and IBM Certifications

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SUMMARY

Data Analyst and Project Manager with Google and IBM certifications, experienced in data analysis, PowerBI, and Microsoft Project. Delivered data-driven insights that increased business value and led cross-functional teams to achieve project goals. Improved project efficiency and data visualization, boosting operational outcomes by 25%.

SKILLS

- **Skills & Tools :** Team development, Schedule management, Budget administration, Task delegation, Expense tracking, Budget control, Employee training, Schedule preparation, Service delivery, HTML, SEO, Copywriting, Web development, KPI, Customer Service, Quality Control, Graphic Design, UX/UX DESIGN, Agile Methodology, Collaboration, Problem Solving, Wordpress, PHP, CSS, Javascript, PowerBI, Microsoft Tools

WORK EXPERIENCE

Tax Preparation Specialist, TurboTax | Jan 2024 to Present

Remote, us

- Assisted clients with preparing and filing tax returns using Cengage, McGraw Hill, Percipio, VitalSource, and other tools, ensuring accuracy, compliance, and strong interpersonal communication and interpersonal skills.
- Developed custom tax solutions to enhance the efficiency of tax preparation processes.
- Utilized software tools including PowerBI to create a seamless and user-friendly experience for clients during tax season.
- Conducted thorough research and applied strong analytical skills to optimize deductions and credits, maximizing client refunds.

Technical Project Manager, RING IT UP AGENCY LLC | Jan 2020 to Present

San Antonio, United States

- Translated design concepts into clean, efficient, and responsive front-end code using HTML, CSS, and JavaScript, improving page load speed by 20%.
- Collaborated with design and development teams to create visually appealing and user-friendly interfaces, increasing user engagement by 15%.
- Managed user research process and incorporated UX/UI best practices, enhancing user satisfaction scores by 25%.
- Implemented cross-browser compatibility and optimized web performance, reducing bounce rates by 18% for seamless user experiences.
- Participated actively in Agile development processes, including daily stand-ups, sprint planning, and retrospectives, contributing to a 30% faster delivery cycle.

Full Stack Developer , Upwork | Jan 2024 to Dec 2024

remote

- Engineered and deployed advanced retail technology solutions focusing on computer vision and data analytics, enhancing shipment management accuracy and reducing errors by 35%.
- Leveraged full stack skills with React, Node.js, AWS, and Supabase to create scalable applications that improved customer engagement and streamlined business operations.
- Integrated multi-channel customer support tools including live chat and ticketing systems using Next.js and REST APIs, increasing support efficiency and reducing resolution times by 30%.
- Implemented end-to-end process automation from lead generation through account activation, resulting in a 22% increase in customer acquisition speed and higher retention rates.

Front-end developer & Project manager , Funnel Boost Media | Jan 2023 to Dec 2024

San Antonio, Tx

- Led the development and maintenance of WordPress websites, improving load times by over 80%.
- Created Figma mockups to enhance client communication and project alignment.
- Optimized Shopify stores, resulting in a 10x increase in conversion rates.
- Managed DNS issues and website migrations to ensure seamless transitions.

Web Master/ Product Manager, AIM DIGITAL MEDIA | Jan 2020 to Dec 2023

Remote

- Managed product development and web operations for a news company, coordinating teams and vendors with Asana and Microsoft Project to deliver projects on time and within budget.
- Executed successful bidding strategies for new client acquisitions, contributing to a 20% year-over-year growth in client portfolio and increased market share.
- Utilized expertise in UX/UI design and web technologies including HTML, CSS, JavaScript, and PHP to enhance website functionality and user experience, driving a 35% increase in visitor retention rates.
- Administered project budgets and schedules with precise expense tracking and resource allocation, ensuring financial targets were met and operational efficiency improved by 18%.

PRODUCT DESIGNER, FOX PACKAGING | Jan 2019 to Dec 2020

Mcallen Tx

Leveraged Canvas to create over 20 interactive design prototypes, boosting client engagement and accelerating feedback cycles by 30%.

- Developed visual identities and branding strategies for 10+ brands, increasing digital marketing reach by 40%.
- Designed 50+ advertising materials, including catalogs, menus, posters, flyers, business cards, and product packaging, enhancing brand recognition.
- Collaborated with clients to capture their vision, delivering design solutions that improved client satisfaction scores by 25% and strengthened relationships.
- Created detailed illustrations and rough sketches, streamlining client discussions and reducing design revisions by 15%.
- Executed logo designs, videos, websites, and social media content, increasing brand visibility and engagement metrics by 35%.

FRONT-END DEVELOPER, PERSPECTIVE HOSPITALITY MANAGEMENT SERVICES | Jan 2018 to Dec 2019

Mcallen,Tx

- Enhanced front-end features and functionality, increasing application reliability and improving performance by 20%.
- Developed and maintained over 30 web pages using HTML, CSS, JavaScript, and other front-end technologies, boosting user engagement by 15%.
- Collaborated with back-end developers to integrate front-end code with server-side logic and APIs, reducing data retrieval time by 25%.
- Mentored and trained 5 junior developers in front-end technologies, improving team productivity by 30%.
- Updated and optimized web pages, resulting in a 40% faster load time and enhanced user experience.

ESL TEACHER, SUZHOU SINGAPORE INTERNATIONAL SCHOOL | Jan 2017 to Dec 2018

Suzhou, China

- Instructed over 50 ESL students, improving their communication skills in reading, writing, speaking, and listening by an average of 20% within one academic year.
- Designed and implemented engaging lesson plans and activities tailored to diverse student needs, increasing class participation by 30%.
- Implemented interactive teaching strategies that enhanced language retention rates by 25% among students.
- Regularly evaluated student performance, providing constructive feedback that improved test scores by 15% on average.
- Collaborated with fellow educators to create a positive learning environment, contributing to a 10% increase in student satisfaction ratings.
- Adapted teaching approaches to accommodate various learning styles and proficiency levels, resulting in a 20% improvement in student engagement.

MARKETING OUTREACH, KIDIATRIC THERAPY SERVICES | Jan 2011 to Dec 2016

Mcallen TX

- Designed marketing materials that increased community awareness of therapy services by 25%, effectively communicating benefits to potential clients.
- Led outreach programs that boosted family engagement in therapy options, enhancing service utilization by 30%.
- Collaborated with therapists to develop informative content addressing common parental concerns, increasing client satisfaction rates by 15%.

EDUCATION

Bachelor's in Business Administration – Project Management/Info Systems Concentration, University of Maine at Presque Isle
Maine, Presque Isle

CERTIFICATIONS

Google Data Analytics Professional Certificate

IBM Data Analytics Professional Certificate

Google User Experience (UX) Design Certification

6σ Blackbelt (Six Sigma) Certification issued by University System of Georgia

Google Project Management Certification

Site Development Associate ITL4 (Site Development Associate)

Quality-Assurance Certification issued by South Texas College

Full-Stack Developer Certification issued by Valley Technical Academy

CompTIA A+

IT Fundamentals issued by CompTIA

Gener8tor Data Analyst Bootcamp

Coding Dojo Full Stack Developer Bootcamp

Generative AI Google Certificate

Tax Preparation Inuit Academy Certification

Aws Cloud Technology Consultant

Inuit tax 1

Inuit book keeping

EslTeacher 120hr Certification