

# Francisco Javier Castilla Ferro

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## | Formal education

### Training as a Computer Systems Operations Technician 2011

At IES "José Planes" in Espinardo, Murcia (Spain)

### Advanced Course in Web Development and Design 2019–2020

At Escuela Arte Granada, Granada (Spain)

### Currently learning by Ipartek: (I'd have finished before January 11, 2024)

Java Springboot | Angular CLI | Typescript | MySQL

## | Competencies / Skills

Formal education

Responsible and organized

Teamwork

Immediate availability

Learning ability

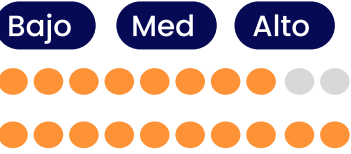
Ethics and integrity

Empathy

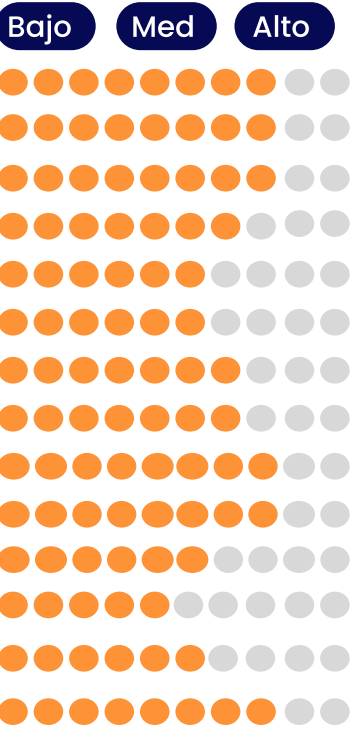
Adaptability

Driving license and own vehicle

### Language:



### Coding:



## | Laboral Experience

**Company:** Grupo Trevenque  
**Position:** Support and consultancy  
**Period:** December 2020 - December 2022

Customer service providing consultancy and web support for the ERP Geslib and the CMS Weblib (Both products developed by the company Grupo Trevenque).

In this job position, my main focus was to advise and assist the clients by providing immediate or potential solutions for both Weblib (CMS focused on the bookstore/stationery sector) and Geslib (ERP also focused on the same sector), being able to apply HTML5, CSS, and JS modifications to websites already in production and in development.

The contact with the clients was constant, frequent, and daily. I had to be attentive to their needs and find ways to resolve the issues if within my capacity or forward and communicate them to the appropriate department.

**Company:** eXperience IT Solutions  
**Position:** Account Manager & Web Designer / Social Media Technician  
**Period:** April 2023 - June 2023

My main responsibility was to connect with the client, understand their business and needs to design and develop web solutions that enhance their digital presence.

My commitment to customer satisfaction allowed me to exceed expectations and deliver results that contributed to their success in the digital world.

Later on, my career led me to the department dedicated to social media projects. Once again, I immersed myself in the details of each business to maximize the effectiveness of their social media profiles. Every new project was an adventure, a challenge, and an opportunity to help small and medium-sized enterprises thrive in the digital age.

However, as summer arrived and experienced a decrease in workload, my contract came to an end. Even though the demand for service decreased, my commitment to customer service and creating effective digital solutions never wavered.