# Jorge Hernández Toledo

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## Web and Data Developer

High Technician in Web Application Development (DAW), specialized in Front-End development. Experienced with WordPress, HTML, CSS, JavaScript, Ionic, Angular, and React. Highly interested in new technological trends like AI learning. Creative and versatile with strong skills in design and illustration using Figma and Photoshop. Motivated to learn and contribute to innovative projects. Results-driven with experience in direct client communication.

## Work Experience

### IT SERVICE DESK AGENT | ATOS ESPAÑA | 2025 – ONGOING

· IT Service Desk Agent with experience in incident management, technical support, and SLA compliance in high-demand environments. Beyond daily operations, I leveraged ticketing and service data to analyze trends, identify root causes, and optimize support processes. Developed reports and dashboards to improve decision-making and service performance. Contributed to task automation initiatives to reduce resolution times and enhance user experience.

### FREELANCE | 2024 – 2025

· Freelance Developer with experience building responsive websites and cross-platform applications for diverse clients. Developed web solutions using WordPress and React, and mobile applications with Ionic, ensuring performance and user-focused design. Built backend functionalities and automation scripts using Python. Additionally, worked as a Programming Instructor at a coding academy, teaching web and software development fundamentals while mentoring students on real-world projects.

### FRONTEND DEVELOPER | INXPIRA ESTUDIO | 2023 - 2024

· Developed a mobile game using Ionic, Angular, and Firebase, handling both front-end functionality and backend integration. Led the character design and defined the overall game aesthetics to ensure an engaging user experience. Additionally, delivered two WordPress-based websites, managing the full development lifecycle and conducting direct client meetings to gather requirements and present solutions.

## Education

- **WEBSITE DEVELOPMENT, DEPLOYMENT AND DESIGN - LEVEL 2**| 2025 | EUROCAMPUS
- **HIGHER TECHNICIAN IN WEB APPLICATION DEVELOPMENT (DAW)** | 2022 -2024 | CIFP CÉSAR MANRIQUE

## Skills

**Technical Skills:** Python, Alteryx, Power BI, Ionic, React, Angular, FireBase, MySQL, Copilot, Gemini, ConfyUI, Github, Figma, Photshop, Squarespace, Wordpress, HTML 5, CSS3, SASS, JavaScript, TypeScript, UI/UX, SEO, Office Package

**Soft Skills:** Strong client communication, Project Management, Ability to work in a group, Adjusts to tight deadlines, AI Tools, Social Media engagement, Creative skills in graphic design, QA Testing

**Languages:** Spanish native, English advanced, Basic Catalan