

# Eduardo Diaz Diaz

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## PERSONAL INFO

Nationality: Mexican  
Year of Birth: 1981  
Marital status: Single

## OBJECTIVE

To develop and manage solutions enabling the distribution of information and knowledge, considering the situation specific advantages of printed or electronic dissemination.

## ACADEMIC BACKGROUND

### | University of the Americas Puebla |

2009 - 2011

Master of Business Administration

- Specialization in *Project Management*.

### | Anahuac University of Xalapa |

1999-2003

B.Sc. in Strategic Information Technologies Engineering

- Degree focused on IT integration and management.
- Full academic scholarship.

### | Cisco Networking Academy – Anahuac University |

2001-2003

Cisco Certified Network Associate Program

## WORK EXPERIENCE

### | Accelerance |

Web Content Manager

March 2011 – Present

- Management and development of online content and web technologies, with an orientation towards Internet job boards and recruitment systems.

### | Freelancer |

Website and translation consulting

September 2009 – February 2011

- Website rating and development.
- English-Spanish and Spanish-English document translation.

### | Farmacias del Ahorro |

Learning Media Analyst (Corporate H.R. Office)

February 2004 – March 2009

- Production and updating of employee and system manuals.
- Development, deployment, and maintenance of the company's internal website (Intranet).
- Responsible for the web publishing of employee and training manuals.
- Production of training materials (brochures, reference guides, presentations, other graphical content, videos, full courses).
- Developed an interactive CD with manuals for franchisers, and was responsible for keeping it up to date.
- Implemented e-learning for the training of operational staff, and was in charge of managing the development of custom built online courses.
- National e-learning tutor for regional training coordinators, preparing the logistics for each course and providing follow up to participants.

### | North American Software |

Intern / Technical Writer

August 2002 - July 2003

- Software testing and error reporting.
- Tracked software development projects and wrote status reports.
- Developed user and system documentation manuals.
- Hired as a *Technical Writer* after a one semester internship.

### LANGUAGES

- Spanish (mother tongue).
- English (mother tongue), TOEFL 663/677 points, Cambridge FCE Grade A.
- Basic French.

### SOFTWARE

- Web design with Dreamweaver, Fireworks, and Flash.
- Expert use of Word, PowerPoint, CorelDraw, and Acrobat for the development of manuals, reference materials, and training content.