

# Rainier Luna

4178 Waterford DR, Center Valley, PA, 18034 | <https://rluna.dev/>

## Summary

Customer-oriented Web Content Manager and Developer with vast experience in operations and account management. Adept at creating business solutions through engaging content and responsive website design. High-energy, proactive, and confident, with a strong passion for delivering results that align with business goals. Self-taught with expertise in HTML, CSS, Shopify, and WordPress, and a track record of successful project execution.

## Core qualifications

- Web Content Management (HTML, CSS, Shopify, WordPress)
- Web responsive
- Google Analytic
- Advance problem-solving skills
- Operations analyst
- Patient and diligent
- Client and vendor relations
- Troubleshooting proficiency
- Strategic thinker
- Customer oriented
- Bilingual. Fluent English / Spanish
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## Education

- **Bachelor in Business Management (2009)**  
APEC University ([apec.edu.do](http://apec.edu.do)) | Santo Domingo, Dominican Republic
- **Associate Degree in Supply Chain Management (2022)**  
Essex Community College | Newark, New Jersey.

## Experience

- **Web developer (April 2024 - Current)**

### Freelance

As a freelance Web Developer, I built the website for Cravings Bakery, helping the business create an online presence. The website boosted their sales and helped them reach more customers by showcasing their products to a wider audience. <https://cravings-bakery.website/>

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- **Web developer (April 2024 - Current)**

**Freelance**

Created the website for Shifting Tech, a technology company dedicated to high-quality software development. The website supported their business expansion by presenting their services and expertise to potential clients. <https://shiftingtech.com/>

- **Operations Manager (April 2013 - Current)**

**IDT Corporation ([idt.net](http://idt.net)) | Newark, NJ**

Responsible of promoting growth by enabling cross-collaboration between Sales, Operations and Finance. This includes day-to-day operations management, controlling and maintaining a balance process across multiple local offices.

- **Operations Manager (April 2013 - Current)**

**IDT Corporation ([idt.net](http://idt.net)) | Newark, NJ**

Responsible of promoting growth by enabling cross-collaboration between Sales, Operations and Finance. This includes day-to-day operations management, controlling and maintaining a balance process across multiple local offices.

- **Sales Associate & Retail Account Manager (February 2012 - April 2013)**

**IDT Corporation ([idt.net](http://idt.net)) | Newark, NJ**

Responsible for conducting visits to retail agents in order to get them up and running with many of the company's offerings such as Bill Payment and Money Transfer Portals, as well as providing training on how to use each portal.

- **Sr Business Analyst & Account Manager (February 2011 - November 2012)**

**Franco Acra Tecniseguros ([latinamerica.marsh.com](http://latinamerica.marsh.com)) | Santo Domingo, Dominican Republic**

Responsible of handling corporate accounts by responding to any concerns that the customer may have regarding the corporate insurance policy. Furthermore I was responsible of representing the customer when working with their insurance provider.

- **Jr Business Analyst (October 2010 - February 2011)**

**Franco Acra Tecniseguros ([latinamerica.marsh.com](http://latinamerica.marsh.com)) | Santo Domingo, Dominican Republic**

Provided support to Sr Analysts by handling customer invoices and accounts, as well as ensuring equality between the customer and the insurance company employee count and pending payments.

- **Customer Service Representative (September 2009 - October 2010)**

**ARS Humano ([humano.com.do](http://humano.com.do)) | Santo Domingo, Dominican Republic**

Responsible of helping customers with questions and concerns relating to various products and services of their health insurance coverage and reimbursement.