James Garcia

Technical Support Specialist

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Professional Background

I am a Technical Support Specialist and passionate about all things technical. I recently graduated from a Computer and Networking boot camp where I graduated in the top 10% of my class while working full time. Prior to this, I gained a wide range of experience in customer service and service oriented roles. I believe you should eat the center of an Oreo cookie first.

- MCSE
- AWS/Azure
- Documentation
- Networking
- Digital Security
- Customer Service Attitude

Education

Washington Vocational Institute *Redmond, WA*

Network Technician (GPA: 3.60) *Associates Degree 2019*

Microsoft MCSE: Cloud Platform and Infrastructure, Coursework in Computer Structure and Assembly Coursework in Computer Networks

Professional Summary

Al's Auto Repair and Auto Body *Seattle, WA*

Technician 2012 - Present

Al's Auto Repair is a full-service body shop with 7 bays and paint booth that repairs both domestic and import cars.

- Unofficial **helpdesk and network administrator.** Because of my interest in computers, it was my responsibility to maintain all of the desktops.
- Perform inspections, basic and major maintenance, as well as repairs on vehicles from small dents to full replacement of panels and paint. Used critical thinking to diagnose problems and determine estimate costs and time to repair.
- Responsible for inventory and disassembly of salvaged vehicles. Used organization skills to track and recover parts from the salvage yard. There could be **over 100 cars** in the salvage yard at any one time.
- Communicate to Service Writers and insurance adjusters the repairs needed and parts required for the job.

Costco *Issaquah, WA*

Front End Cashier 2010 - 2012

Costco is a member-based club, dedicated to bringing our members the best possible prices on quality, brand-name merchandise. Costco is a high volume retailer that prides itself on maintaining a high touch customer service work ethic.

- Developed positive customer relationships through friendly greetings and excellent service all while maintaining the high volume customers and transactions at the cash register.
- Trained and served as a peer coach for new sales associates.
- Memorized **100's of UPC codes** for inventory in the store.

Personal Interests

In my spare time, I build computers. I also stand up instances of AWS and Azure for bloggers and

websites. Big NFL Football fanboy.