Paul Garcia

Full Stack Developer
TS/SCI - CI Poly

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Jr Developer with 14 years of IT experience. Worked in various sectors from the federal government to startups in the private sector. Have been part of numerous projects within various companies from contributor to lead on some bigger projects. Making a transition into a more challenging area of the tech industry to further my skills and knowledge as well as push myself to be more knowledgeable.

TECHNICAL SKILLS

HTML - CSS - Bootstrap - JavaScript - ES6 - jQuery - Ajax - JSON - RESTful API - REST API - Maven - Java SE - Java EE (Servlets, JSP, J2EE) - File I/O - MVC - Spring Boot - Hibernate - MySQL - Thymeleaf - Object-Oriented Programming (OOP) - Test-Driven Development (TDD) - Version Control with Git - Paired Programming - Agile Methodologies - Debugging - AWS Deployment - Apache TomCat - Unit Testing (JUnit)

Exposure to: Agile Management Tools - KanBan for Workflow - Project Management Tools - Github Pages - NPM - Scrum Stand Up - Documentation - Spring Framework

SOFT SKILLS

Collaborative - Peer Review - Innovative - Strong Communication Skills - Teamwork - Builds Relationships - Initiative - Analytical - Flexibility - Reliable - Integrity - Work Independently - Visualization - Virtualization- Willingness to Learn - Collaborate - Problem Solving Skills - Research Skills - Dedicated - Competitive - Self-motivated - Committed - Team Player - Innovative - Independent - Written and Oral Communication Skills - Culture - Fast Paced

Development Projects

Concho Valley Events - Live | https://github.com/Paul-Garcia-TX/Concho-Valley-Events

- http://www.conchovalleyevents.com/
    - I built this mobile focused website used by the city of San Angelo, TX for some events they have semi-annually
    - It provides a landing page that has basic info of where, when and what the events are and where you can reach out for more info about said events.
    - The intended outcome for this was to help out a member of the community who hosts the events where they wanted to have one central location for all the events they do.
    - I built this page using HTML, CSS and some JS. The page is live and is also still a work in progress for me to update any info about the events or add more as well as more features to come!

Skill: IntelliJ IDEA and digital ocean

The Local Scene

- http://www.thelocalscene.site
    - The Local Scene is a website designed for musicians and bands to share their events, shout-outs, and other media with their fans. Musicians have the ability to create and join bands, and create events that are posted to TicketMaster's API. Visitors to the site can search for events or venues in their local area to discover upcoming events. Visitors can also click on bands they find using our application to stay updated on their activities

Skill: SpringBoot, HTML, JS, CSS, Java, MySQL, paired programming, project management

Professional Experience

Amherst Holdings - Austin, TX
Senior Service Desk Technician / Sep 2021 - Nov 2022

- InTune administrator and engineer; designed infrastructure and policies for Apple devices such as iMac and iOS devices
- Host training meetings for newly hired technicians in skills and processes necessary for their day-to-day work giving new hires more skills and confidence to handle tasks with confidence
- Create, edit and review documentation and standard operating procedures for the entire IT department, implementing procedures that were not ever in place cutting operating procedure time for various tasks by 60%

General Dynamics Information Technology - Ft. Meade, MD
Service Desk Manager/ System Administrator / Jul 2019 - Sep 2021

- Create and modify standard operating procedures (SOPs) for service desk at the Headquarters level and below
- Configured, imaged, deployed, and integrated new equipment and Windows 2016 servers into the environment virtually through VMware
- Manage team of service desk professionals, coordinating team to get most efficient production to lower SLAs and improve response and turn around time for clients to have minimal interruptions in work capabilities
- Maintained Top Secret/Sensitive Compartmented Information (TS/SCI) security clearance

Insight Global - Washington, DC
Tier 3 Desktop Support / Dec 2018 - Jul 2019

- Troubleshoot and repair devices for the DoD Military personnel and contractor/employees across on Andrews Air Force Base as sole IT Technician
- Perform hardware and software updates and repairs on Hewlett Packard (HP) desktops, laptops and printers on installation 1 month ahead of deadline giving Naval squadrons on base up to date systems with security patches bringing their capabilities up by 40%
- Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations.
- Maintained Top Secret/Sensitive Compartmented Information (TS/SCI) security clearance

Spear Inc - Washington, DC
Tier 2 Desktop Support / Jul 2018 - Dec 2018

- Provide Level 2 support on Windows 7/10 machines for 1,000+ local/remote Department of Education Office of Federal Student Aid users
- Manage and/or generate tickets on Remedy and Log Me In – approximately 250 per month.
- Meet Service Level Agreement deadlines at an adherence rate of 99%
- Maintained Top Secret/Sensitive Compartmented Information (TS/SCI) security clearance

Geek Squad - Owings Mills, MD
Computer Repair Tech / Oct 2016 - Jan 2018

- Provide customer service in person and over the phone informing clients of store information and computer troubleshooting internet connectivity issues, faulty software or general questions regarding devices and technology using my personal knowledge if unable to do the repairs in-house referred clients to allow us to escalate the repair to the required technicians
- Data and information Management of hundreds of client's information per week maintaining 100% accountability
- Diagnose and repair personal computers (Windows Device i.e. XP, Vista, 7, 8, 8.1, 10, Macs and some GPS devices using in house software and general manual fixes within in the OS software in a timely and accurate manner

Angelo State University - San Angelo, TX
Tier 1 Desktop Support / Feb 2015 - Jul 2016

- Provide Information Technology support to over 350 faculty members and approx. 8,500 students.
- Resolved application issues, virus or malware infections, printing and networking issues.
- Troubleshoot computer operating systems such as Windows 7/8/10 and Mac OSX

United States Air Force - Nevada, New Mexico, Afghanistan
IT Analyst / Sep 2008 - Dec 2015

- Installed computer systems, network connections and accounts for guest US and Foreign Ally units conducting training in the facility
- Analyzed data that is used to drive tactics that will give the United States military the ability to find solutions for future problem sets
- Presented briefs on current intelligence and critical information to senior executive leadership to assist in finding solutions and make decisions that affected change on a global scale
- Maintained Top Secret/Sensitive Compartmented Information (TS/SCI) security clearance

Education

Codeup

Certification of Completion   Jan 2023 - Jun 2023

This 5-month coding boot camp teaches full-stack software development through 670 contact hours of hands-on technical training (20% more time than 4-year degree majors require). Students hone skills in modern web technologies, computer science, software engineering, and application architecture while gaining project experience with pair programming, debugging, troubleshooting, agile project management, user stories, feature lists, UI/UX, wireframing, and relational database design.

Certifications

CompTIA A+, Sec +, MCSA Windows Server 2016

Angelo State University

Bachelor of Science   anticipated May 2026
Technologies: C++, Javascript