

PEEJAY GARCIA

2300 E. Silverado Ranch Blvd • Las Vegas, NV 89123 • Cell: 636 497-6633 • peejgarcia@gmail.com

• www.linkedin.com/in/PeejaGarcia • <https://github.com/PeejayGarcia>

IT TECHNICAL SKILLS

- CompTIA A+ Training
- Hardware, Networking
- Mac, Microsoft, Linux
- Routers, Switches, Wifi Radios
- Ticketing & Troubleshooting
- Security
- Technical Writing & Training

PROGRAMMING SKILLS

- Python, Java, Javascript
- Flask, Spring MVC
- HTML, CSS, Bootstrap
- SQL, MySQL
- QA Testing
- Bash, Terminal, Powershell
- Version Control, Git, Github
- Web Development

SOFT SKILLS

- Customer Service
- Management
- Team-Oriented
- Problem Solving
- Conflict Resolution
- Telephone/Remote Support
- Strong Communication

PROFESSIONAL EXPERIENCE

ARISTOCRAT TECHNOLOGY – Las Vegas, NV

2020 – Present

System Support, Advanced Technical Support

- Provide advanced technical support and subject matter expertise on Aristocrat systems, software, and equipment to field technicians and customers.
- Monitor, diagnose, and troubleshoot company gaming systems and equipment.
- Assist in the creation of technical documentation and videos for use by internal customers for training and reference purposes.
- Maintain high security practices to protect company IP's and sensitive information.
- Maintain gaming licenses and personal integrity required to work in the various gaming commission territories around the world.

WATCHTOWER SECURITY – Saint Louis, MO

2019 – 2020

Tier II Service Technical Support

- Monitor, troubleshoot, and diagnose a variety of server environments and network infrastructures.
- Schedule service calls with field technicians and subcontractors.
- Provide technical support to field technicians, clients, and other departments.
- Configure routers, switches, servers, Wifi Radios, IP and Analog cameras.
- Use ticketing system to record a detailed log of the troubleshooting process, including all successful and unsuccessful actions taken, through to final resolution. Order equipment and materials as needed to complete projects and service calls. Escalate appropriate tickets to higher-level tier groups. Alert management of emerging trends in incidents.
- Assist in the maintenance of site documentation, network maps, and contact lists. Assist in the development of training documentation and FAQs. Maintain excellent communications with subcontractors, clients, and vendors.

EDUCATION

LaunchCode LC101, Software Development –2018 to 2019

LaunchCode –Saint Louis, MO

Rigorous 20-week web development course designed to prepare participants to become software developers. Programming languages taught included object oriented programming in Python, Java, Javascript. Database queries, SQL, MySQL. Web fundamentals in HTML and CSS. Version control using Git and Github. Command line, Bash. Simulated professional environment, pair programming, code review.

Computing & Information Technology, Software –2015 to 2016

College of Southern Nevada –Las Vegas, NV

CompTIA A+ Training