DAVID GUEVARA

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EDUCATION

Georgia State University   * B.S., Computer Science   **Current**
908 Decatur St. Atlanta, GA 30318

Gwinnett Technical College   * AA, Applied Technology   2000
5150 Sugarloaf Pkwy. Lawrenceville, GA 30046

OBJECTIVE

Highly experienced programmer with extensive enterprise application development skills, vast years of technical support, controlling multiple projects with excellent organizational and communication ability; seeking a position where these skills will add value immediately.

EXPERIENCE

01/01 - Present
Reynolds & Reynolds   *** F&I Support Programmer**
Duluth, GA 30096

- Provide 2nd tier programming/customer support for (DMS) Dealer Management System's company. Primary responsibilities include review source code, direct customer support via telephone/online, provide advice using proper problem solving techniques.
- Interact with third party vendors when implementing system changes and/or enhancements to ensure cases are worked and closed according to published guidelines.
- Implemented a bilingual ON-Demand F&I Solution package for our Puerto Rico clients including retail/lease direct and indirect lending, Insurance rates and calculations, taxing, accounting integration and vehicle management system (VMS) using Unix C.
- Interface with appropriate resources and departments to resolve escalated customer issues.
- Maintain interoffice website that provides detail specs and data concerning Taxing, Payment and Insurance regulations based on state. Lev 1 programmers depend on the accuracy and consistency of this documents making it a very essential/important tool. I am also responsible for writing the FAQ and help me pages for all updates and new features of our program.
- Supervised a group of 4 junior programmers and acted as a mentor to other team members by answering questions and recommending resolutions.
- Additional responsibilities include training and mentoring new programmers, running daily productivity reports using simple SQL queries, and providing QA tools and matrices for all junior programmers.

01/99 - 12/00
Atlanta Toyota, Inc.   *** Automotive Technician**
Duluth, GA 30096

- Performed automotive maintenance services and repairs as part of the used car team.
- Troubleshoot and diagnose A/C, brakes, suspension and minor engine problems.
- Scanned computer malfunction codes from main ECU using both OBDI and OBDII systems.
- Conducted basic and extended repairs on electronic circuit board, electric sensors and ECU's. Gain the ability to read and modify electric wiring diagrams.
- Became ASE certified in Electric Circuits.

Continued..

05/99 - 12/99
Georgia State University   *** Help Desk and Tech Support**
Atlanta, GA 30318

- Configured DNS for static IP addressing under TCP/IP and Dynamic Host Configuration Protocol (DHCP), LAN's and WAN's.
- Prepared test plans and data, and user documentation for University Professors and staff.
- Problem-solved technical and network issues.

COMPUTER SKILLS

Languages
- Proficient in: Microsoft Visual C++® and C, Visual Basic, Java, Pick Basic and COBOL.
- Familiar with: C#, HTML, VB Script and Java Script.

Software
- Database: SQL, FoxPro and Microsoft Access
- Platforms: Microsoft Windows, Mac OS, and UNIX.

~ Excellent references available upon request. ~