



David Garcia

Frontend Developer

Dedicated Front-End Developer known for creating compelling web interfaces that drive user engagement. Mastery in HTML, CSS, and JavaScript, with a laser focus on optimizing UI and enhancing user interactions. Bilingual proficiency in English and Spanish, combining robust project management skills with exceptional client service. Currently expanding horizons through advanced studies in Full Stack Web Development.

Experience

Jun 2023 - Present

Innova Electronics Corp. | 17352 Von Karman Ave, Irvine, CA

Customer Service Knowledge Lead

- Implemented dynamic databases using HTML, CSS, and Bootstrap, increasing Tech Support Agents' response efficiency by 30%.
- Enhanced Customer Service Knowledge Base with technical PDFs, reducing average query resolution time by 20%.
- Managed Call Center Operations during supervisor's unavailability, emphasizing resource efficiency and heightened customer satisfaction.
- Developed a user login system utilizing Express.js
- Implemented a response system for customer service agents to submit technical note modification requests via Knowledge Base using JavaScript.

Feb 2019 - Jun 2023

Innova Electronics Corp. | 17352 Von Karman Ave, Irvine, CA

Customer Service Technician

- Improved company website accuracy by rectifying outdated information, minimizing related customer inquiries.
- Spearheaded AI integration for content automation, boosting content production efficiency.
- Achieved remarkable 24-hour response rates across multiple platforms, fostering increased customer satisfaction and loyalty.

Contact

Phone

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Email

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LinkedIn

<https://www.linkedin.com/in/david-garcia-463b94243/>

Portfolio

[463b94243/https://daveotron1.github.io/Portfolio/](https://daveotron463b94243.github.io/Portfolio/)

Education

Present

**Associate of Applied Science in
Computer Programming**
San Antonio College

May 2018

**Bachelor of Fine Arts in Art
Entertainment/Animation**
California State University of Fullerton

May 2014

Associate of Arts in Art
Orange Coast College

Languages

English

Spanish

Web Developer Proficiencies

- **Framework** - MERN
- **Frontend** - HTML, CSS, JavaScript
- **Frontend Libraries** - Bootstrap, JQuery
- **Backend** - JavaScript
- **Backend Libraries** - NPM, Node.js, Express.js