

David Garcia

Contact:

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Summary:

Result-driven professional with a passion for creating captivating and seamless web experiences. A dynamic background in project management, customer service, and data analysis. Skilled in fraud abuse prevention, online platforms, and leveraging Excel for data analysis. Bilingual in English and Spanish. Currently pursuing an AAS in Computer Programming with an emphasis on Web Development from San Antonio College.


Skills:


 Product Management | Data Analysis | Project Management | Customer Service | JIRA | Visual Studio Code | GitHub | Python | HTML | CSS | JavaScript | Adobe Creative Suite | Bilingual in English and Spanish | Fraud Abuse Prevention | Online Platforms | Excel Spreadsheets | Microsoft Teams | Slack

Experience:


Customer Service Knowledge Lead (Remote) - Innova Electronics (Irvine, CA) - 6/2023 - Present


 Initiated a dynamic database, accelerating Tech Support Agents' response time for enhanced customer assistance.

 Adeptly crafted comprehensive technical PDF notes for seamless integration into the Customer Service Knowledge Base, empowering agents with precise and valuable resources.

 Exemplary Leadership During Supervisor's Absence: Successfully managing Call Center Operations with a focus on efficiency and customer satisfaction.

Technical Support Agent (Remote) - Innova Electronics (Irvine, CA) - 10/2019 - 6/2023

 Delivered exceptional client support via phone and email, ensuring prompt response to inquiries, resolving technical issues, and providing guidance and solutions to ensure client satisfaction.

 Conducted thorough research and identified and addressed instances of outdated information on the company website, resulting in increased website accuracy and relevance, and a decrease in customer support tickets related to outdated information.

🕒 Efficiently categorized and assigned inquiries based on severity, achieving a high adherence to reducing average resolution time, leading to increased customer satisfaction scores and improved customer retention rates.

✅ Achieved high customer response rates within 24 hours across multiple platforms, contributing to increased positive customer feedback and improved customer retention rates.

🛡️ Conducted in-depth data analysis on fraud and abuse prevention using Excel spreadsheets, resulting in the identification and prevention of fraudulent activities, reducing financial losses, and enhancing the company's reputation for maintaining a secure and trustworthy environment.

🤖 Successfully integrated AI technology to automate content generation and maintenance, resulting in increased content production efficiency and improved article quality.

💼 Accomplished revenue growth by capitalizing on technical support interactions to upsell products, resulting in increased sales and revenue.

🤝 Collaborated with cross-functional teams of specialists to deliver comprehensive technical support to clients, leveraging resources and expertise from various disciplines to ensure efficient problem resolution and customer satisfaction.

💬 Established and maintained strong client relationships by understanding their technical needs, providing personalized advice and solutions, and ensuring client satisfaction throughout the support process.

Commercial Delivery Driver - Napa Auto Parts (Huntington Beach, CA) - 01/2015 - 10/2019

🚚 Ensured on-time delivery of auto parts to customers with a high success rate, measured through tracking systems and customer feedback.

😊 Provided exceptional customer service, maintaining high customer satisfaction scores, resulting in increased repeat business and positive reviews.

Commercial Sales/Delivery - AutoZone (Santa Ana, CA) - 01/2010 - 01/2015

🎯 Elevated customer satisfaction by going beyond expectations, providing unique solutions, and leveraging comprehensive product expertise, leading to increased customer retention and a boost in overall revenue.

Education:

San Antonio College - Associate of Applied Science – Present

🎓 Major: Computer Programming

California State University of Fullerton - Bachelor of Arts – 2018

🎓 Major: Art Entertainment/Animation

🔍 Minor: Anthropology

Orange Coast College - Associate of Arts – 2014

🎓 Major: Art

🏠 Puente Program

Love connecting with new people? You can reach me at Gar.david.714@gmail.com. Let's team up for web development greatness! 🌐 💻