Personal info

📞 512-635-9513

✉ derekavila1086@gmail.com

📍 1647 Post Rd San Marcos, Texas

Links

</> LinkedIn

🐙 Github

Skills

Troubleshooting

Problem Solving

Documentation

Effective Communicator

Technical Skills

C++

Java (OOP)

JavaScript/TypeScript

Python

Lua

React.js

Front-end Web Development

Certifications

Certification in React

- The Complete Guide
  (incl Hooks, React Router, Redux)

Derek K. Avila

Enthusiastic web developer with a passion for creative problem-solving and a solid help desk background. Dedicated to continuous learning and eager to apply troubleshooting skills in crafting dynamic web applications.

Work Experience

Help Desk Analyst, McCoy's Building Supply

March 2022-Present

- Providing quality technical support for Point-of-Sale Software and Hardware, PC Hardware, and PC Software to internal customers, and providing first-level support for LAN and WAN equipment to all locations.

- Maintaining a one-day turn-around time to resolve users' technical issues and achieving a 95% closing of daily tickets within my scope of responsibilities.

Team Lead, Chick-fil-a

2016-March 2022

- Maintained compliance with companies' policies and procedures for food safety, sanitation, quality, and customer satisfaction while serving as the team lead.

Education

Temple College, Associates in Computer Science

August 2019-August 2021

Texas State University, Bachelor's in Computer Science

August 2021-December 2023