Esmeralda Lira

Location
Austin / San Antonio

CERTIFICATIONS

San Antonio College

C++ Programming, Occupational Skills Award
Web Programming, Occupational Skills Award

SKILLS

- Technical Support.
- Operate in Windows/Linux environments.
- Use of Command Line Interface.
- Install PC RAM memory, GPU, Hard Drives.

Front End:
Entry level:

- HTML/CSS
- Figma
- Adobe XD
- InDesign
- Photoshop

Back End:
Entry level:

- C++
- Java
- JavaScript
- SQL
- Python

EDUCATION

A.A.S. Computer Programming
San Antonio College

B.A. Fashion Design & Management
University of the Incarnate Word

ABOUT

Educator turning to tech, eager to drive product development, support users, and solve problems collaboratively.

WORK EXPERIENCE

Northside ISD | Art Teacher
2020 - current

- Manage multiple class schedules and deadlines, effectively prioritizing tasks in a fast-paced environment.
- Design and implement semester-long projects, guiding students through project planning, execution, and skill improvement.
- Communicate artistic concepts to diverse audiences, using visual storytelling and adaptive instructions.
- Led school-wide art exhibitions, coordinating logistics and curating student work.

AT&T | Premier Sales Consultant
2014 - 2020

- Provided tailored technical solutions by recommending wireless plans and devices.
- Educated customers on device functionality, software integrations, and system features to ensure optimal performance and usability.
- Diagnosed and resolved hardware and software issues, including connectivity problems, firmware updates, memory management, data transfers, and application installation/removal.
- Performed hands-on technical repairs such as screen or battery replacements and configured system settings, boot menu tools, and storage transfers.