Gustavo Garcia-Vargas

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SUMMARY:

Creative problem-solver with expertise in UX design, troubleshooting, and computer maintenance. Over two years of hands-on experience in IT support and research. Proficient in art, design, and communication, with a strong commitment to continuous learning and innovation.

EDUCATION:

Kean University, Union, NJ   *Expected Graduation: May, 2026*

- B.S in Computer Science, GPA: 3.694 | Dean's List honoree
- Relevant Courses: Data Structure, Computer Organization and Architecture, Computer Vision

EXPERIENCE:

Kean University Information Technology

UX Design Collaborator   *(7/2023 - Present)*

- Collaborated on the redesign of the IT Service website, enhancing user experience by implementing effective communication strategies within a team environment.
- Provided creative feedback on logo designs and color schemes based on a strong background in art and design, contributing to the development of the Service Catalog.
- Conducted research and collaborated with vendors like FreshService to improve usability.

Research Project researcher   *(6/2023 - Present)*

- Conducted in-depth research on thermal camera technology to enhance drone capabilities for detecting harmful blooms and other drones, contributing to the project's overall objectives.
- Modified detection code, gaining hands-on programming experience and documenting findings for team presentations.

Student Lead Desktop Support Technician   *(2/2023 - Present)*

- Actively provide constructive feedback on developmental initiatives and changes to enhance student engagement and learning outcomes.
- Develop strategies to quickly reduce the ticket queue.
- Balance completing my tasks while also being available to assist my colleagues.
- Developed and implemented strategies to support the growth and development of student workers.

Student Desktop Support Technician   *(9/2022 - 2/2023)*

- Collaborate effectively with colleagues to diagnose and resolve complex technical issues, fostering teamwork and synergy.
- Utilized tools like Jumpbox and Active Directory for user organization and permissions management.
- Troubleshoot printer issues, resolving technical problems quickly to minimize intermission.
- Configured and installed systems for deployment, ensuring optimal functionality and customer service.
- Demonstrate proficiency in navigating and troubleshooting both Windows and macOS interfaces to support users effectively.
- Replace hardware components and peripherals to ensure optimal functionality.
- Writing documents of procedures and system configurations
- Provide exceptional customer service, assisting users with technical queries.
- Maintaining precise information of incidents, requests, and measures taken through Freshservice ITSM.

SKILLS:

Technical Skills: Languages: Java | IDEs: Eclipse, Visual Studio Code | Hardware knowledge | Microsoft Office (Excel, PowerPoint) | FreshService | BeyondTrust | Manage Engine | OKTA |

Non-Technical Skills: Bilingual: Spanish, English | Communication and telephone skills | Creativity | Collaboration | Leadership | Problem-Solving | Adaptability | Active Listening | Self-discipline | Team Building | Initiative |