Hernan Garcia Jr

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Education

Bachelor of Science in Computer Science - *Columbia, SC*
Expected Graduation December 2025
University of South Carolina

Associate of Applied Science in Computer Science - *Lexington, SC*
May 2024
Midlands Technical College

Work Experience

End User Services Intern
South Carolina Parks Recreation and Tourism
October 26, 2023 – Present

- Provided technical support to over 500 employees throughout the state.
- Manage Incoming tickets from employees, ensuring to resolve them or assign them to the correct department.
- Manage VMware WorkSpace One, ensuring proper policies are in place for company devices
- Handled the deployment and configuration of cellular devices for employees.
- Facilitated employee onboarding processes through Active Directory setup and management.
- Created documentation for completing procedures within the organization

Advanced Repair Agent
Geek Squad, Best Buy
August 18, 2019 – October 31, 2023

- Performed hardware and software repairs on various customer devices.
- Utilized an internal ticketing system to ensure good communication with other employees and customers about the status of the device.
- Specialized in repairing Apple devices, ensuring high standards of quality.
- Trained new employees on daily procedures, fostering an efficient, knowledgeable team.

Skills

- **Programming Languages**: C++, Java, JavaScript, HTML/CSS, SQL
- **Technical Skills**: VMware WorkSpace One, Active Directory, Device Deployment
- **Soft Skills**: Team Training, Customer Service