Christian Garcia

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IT Technician

I am a self-motivated IT Professional and Marine Corps Veteran with over 3 years of experience leading teams, managing trouble tickets, and troubleshooting technical issues. My background includes providing exceptional technical support, maintaining precise documentation, and ensuring high customer satisfaction. Currently pursuing a Bachelor's in Computing Science, I also hold an Associate of Arts in General Studies and an active U.S. Government Security Clearance. I excel at collaborating with teams to enhance operational efficiency and resolve complex technical problems effectively.

WORK EXPERIENCE

IT Service Desk Technician - Student Worker   **02/2024 - Present**
Sam Houston State University • Huntsville, Texas, United States

- Delivered Tier I technical support for Windows and Mac systems, resolving issues through phone, email, remote assistance, and on-site support.
- Diagnosed and addressed software, hardware, and administrative issues, maintaining a high first-call resolution rate.
- Maintained meticulous documentation and reviewed Knowledge Base resources to enhance resolution accuracy.
- Managed over 800 support tickets, with exceptional performance metrics including a 97.4% first-call resolution rate and an average client satisfaction rating of 4.71/5.
- Achieved a Quality Assurance rating of 98.89/100, ensuring high standards in service delivery.

Cyber Threat Intelligence Analyst   **02/2023 - 07/2023**
Forge Institute • Remote

- Upheld analytic tradecraft standards, aided in analysis and production, produced written and presented analytical products, and coordinated with manager on product review.
- Aided in the development of Forge's Intelligence Cycle and redesign of the Emerging Threat Center.
- Conducted cyber intelligence analysis using MITRE ATT&CK Framework, Lockheed Martin Kill-chain, and other Structured Analytic Techniques.
- Conducted open-source cyber intelligence research across a variety of threat axis and platforms.

Information Technology Support Team Lead   01/2022 – 02/2023
United States Marine Corps • Quantico, Virginia, United States

- Maintained 100% accountability accuracy over a one-year period by creating an accountability tracker using asset data to monitor 200+ assets worth more than $400k.
- Managed and troubleshot LAN end-user devices by using communication skills with customers to identify the problem and maintain composure under pressure.
- Experienced with Command Line Interface, Active Directory, voice/video services, storage administration, collaborative tools, and hardware/software troubleshooting.
- Trained newly joined Marines on job responsibilities and troubleshooting fundamentals for all endpoint devices to independently resolve customer issues.

Electrical and Electronic Technician   09/2019 – 10/2020
United States Marine Corps • Twentynine Palms, California, United States

- Correctly identified issues with radio and electronic equipment through visual inspection and diagnostics testing.
- Troubleshot and repaired electronic equipment at an organizational unit, ensuring equipment was back to operational status in an expedient manner.
- Conducted requisition of parts, completed service requests, and assisted in the installation of Ground Electronics Transmission Systems.

EDUCATION

Bachelor of Science in Computer Science
Sam Houston State University • Huntsville, TX, United States   08/2023 - Present

Associate of Arts in General Studies
Wharton County Junior College • Wharton, TX, United States   09/2014 - 05/2018

AWARDS & SCHOLARSHIPS

Navy and Marine Corps Achievement Medal   03/2023
United States Marine Corps

SKILLS

Adobe Creative Suite, Asset Management, Confidentiality, Customer Service, Documentation, Leadership, macOS, Microsoft Office, Technical Support, Troubleshooting, Windows OS