

## Daniel Garciaa



### Service Desk L1.5 Specialist

Relevant experience: **4 Years**

Total experience: 9 Years

+52 3313949952

daniel4581@protonmail.com

Guadalajara, Jalisco.

### Summary

My name is Daniel Garcia. Self-taught Fullstack developer, back-end lover and front-end enthusiast who strives for enduser accessibility to end-user accessibility to technology

### Work Experience

#### HCLTech

May 2023 - present

##### Service Desk L1.5

Manage security and major incidents

- Accept inbound requests via phone, chat, email and ticket queues
- Record and process incidents and service requests according to process specifications
- Document and resolve incidents according to process specifications
- Forward incidents which cannot be resolved to downstream support groups according to process specifications
- Initiate escalations according to process specifications

#### Avantive Solutions (Comcast)

Feb 2023 - May 2023

##### Sales Bilingual Agent

3 Months

#### Teleperformance (Comcast)

Aug 2022 - Jan 2022

##### Bilingual Agent for Technical Support

5 months

- Incoming calls in English
- resolution of technical problems and billing questions by telephone

#### Comercializadora Ideac

Jul 2018 - Jun 2022

##### FullStack Developer

4 Years

- Digital process automation (accounting, logistics, inventory, marketing and e-commerce)
- E-commerce site builder (B2C and B2B)
- Online quoting system that allows you to quote products and shipments

#### Highpro

Feb 2018 - Oct 2018

##### FullStack Developer

8 Months

- Develop internal software for inventory management and quotations
- Maintenance and automation of e-commerce

#### Sertec (American Express)

Jun 2017 - Jan 2018

##### Top Customer Credit Analyst

6 Months

- Analysis of financial accounts
- Credit and collection
- Fraud prevention
- Customer service

#### Atel Soluciones

Apr 2015 - Mar 2017

##### Floor Support

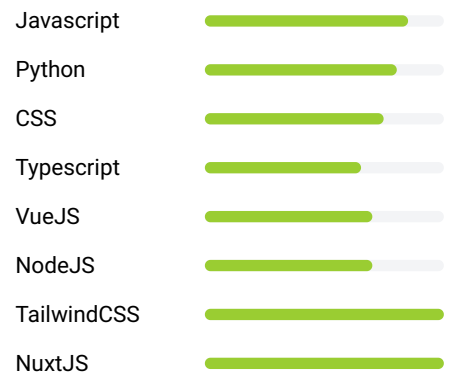
2 Years

- Call auditing
- Special base dialing Operational process monitoring
- Database generator for dialing

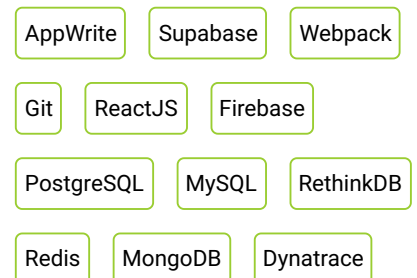
### Career Objective

Eager to expand my skill set through external trainings to help drive all major inbound KPIs.

### Technical expertise



### Skills / Exposure



### Methodology/Approach



### Tools

