

# PEEJAY GARCIA

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## IT TECHNICAL SKILLS

- CompTIA A+ Training
- Hardware Installation
- Mac, Microsoft, Linux
- Networking
- Server 2016
- User Access
- Troubleshooting
- Ticketing
- Wiring
- Testing

## PROGRAMMING SKILLS

- Python, Flask
- Java, Spring Boot
- JavaScript
- HTML, CSS
- SQL, MySQL
- Bash, Terminal, Powershell
- Version Control, Git, Github
- OOP
- MVC
- Testing
- Debugging

## SOFT SKILLS

- Customer Service
- Leadership
- Team-Oriented
- Problem Solving
- Adaptable
- Analytical
- Conflict Resolution
- Calm Under Pressure
- Strong Work Ethic
- Strong Communication

## PROFESSIONAL EXPERIENCE

### **WATCHTOWER SECURITY –Saint Louis, MO** **2019– Present**

#### ***Help Desk Tier II, Service Technician***

Monitor, troubleshoot, and diagnose a variety of server environments and network infrastructures. Schedule service calls with field technicians and subcontractors. Provide technical support to field technicians, clients, and other departments. Use ticketing system to record a detailed log of the troubleshooting process, including all successful and unsuccessful actions taken, through to final resolution. Escalate appropriate tickets to higher-level tier groups. Alert management of emerging trends in incidents. Assist in the maintenance of site documentation, network maps, and contact lists. Assist in the development of help sheets and FAQs. Maintain excellent communications with service desk while in the field. Maintain a detailed inventory of tools and network equipment.

### **KEYSTONE WIRELESS & ELECTRICAL –Saint Louis, MO** **2017 – 2019**

#### ***Lead Technician/ Linesman –Telecommunications***

Primary contractor for AT&T network infrastructure. Responsible for the installation and maintenance of AT&T cell sites and fiber optic infrastructure as well as the decommissioning of obsolete equipment. Continually developed new processes. Responded to Network Operations Centers service calls. Trained new hires in telecommunication fundamentals.

- Instrumental in developing company culture.
- Improved and developed new processes for fiber installation, cutting down on materials and install time.
- Improved safety and helped align company policies to adhere to OSHA guidelines.

**WYNN RESORTS –Las Vegas, NV**  
**2016 – 2017**

***Supervisor, Logistics –Business Center***

5 Star Resort and Casino Corporation. Subordinates: 9 direct reports, 21 departmental. Responsible for receiving, sorting, x-raying, labeling, and delivery of freight and packages to guests and conventions spanning 2 hotels, 40 meeting rooms, 3 ballrooms, housing over 4,000 guests.

- Began work as a package and freight associate.
- Promoted to management team within 4 months due to exemplary service, performance and initiative.
- Successfully completed a rigorous 5-star hotel management training program.
- Updated department safety standards and procedures.

**EDUCATION**

**LaunchCode LC101, Software Development –2018 to 2019**

**LaunchCode –Saint Louis, MO**

Rigorous 20-week web development course designed to prepare participants to become software developers. Programming languages taught included object oriented programming in Python, Java, Javascript. Database queries, SQL, MySQL. Web fundamentals in HTML and CSS. Version control using Git and Github. Command line, Bash. Simulated professional environment, pair programming, code review.

**Computing & Information Technology, Software –2015 to 2016**

**College of Southern Nevada –Las Vegas, NV**

CompTIA A+ Training