

Rene Allen Garcia

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PROFILE

Results-driven Information Systems student actively pursuing an internship opportunity. Possessing a robust foundation in business combined with technology, a proactive problem-solving mindset, and a demonstrated ability to collaborate effectively, I excel in navigating the intersection of business and IT. Skilled in a variety of technologies, I am committed to leveraging my skills to support IT operations effectively. Eager to contribute to a dynamic team environment, driving innovative solutions and making a meaningful impact.

EDUCATION

Torrens University Australia <i>Master's Degree in Business Information Systems</i>	Melbourne, VIC <i>Graduation Date: Dec 2024</i>
University of Santo Thomas <i>Bachelor's Degree in Industrial Design</i>	Manila, Philippines

WORK EXPERIENCE

Tr4in Right College <i>Academics & IT Support Officer</i>	Melbourne, VIC <i>Apr 2023 - Present</i>
<ul style="list-style-type: none">Collaborated with faculty members to identify areas for improvement within the digital learning platform, leading to the implementation of new features that increased system efficiency by 30%.Identified and executed process improvements to enhance the functionality of the Learning Management System (Wisenet), resulting in a 40% increase in student attendance tracking.Maintained data accuracy in the Learning Management System by regularly auditing and updating student information, resulting in a 99% data integrity rate and compliance with privacy regulations.Provided IT support and training to students and trainers by implementing targeted support and training programs, resulting in a 20% reduction in IT-related disruptions and a 15% increase in overall technical proficiency.	
American Express Inc. <i>B2B Account Manager</i>	Manila, Philippines <i>Aug 2018 - Jan 2023</i>
<ul style="list-style-type: none">Collaborated closely with the development team to meticulously test and enhance a newly deployed client relationship management system, resulting in a 30% reduction in user-reported issues and a 20% increase in system efficiency, optimizing overall client engagement and satisfactionConducted consultative selling, leveraging strategic questioning to identify clients' business needs, resulting in the delivery of tailored solutions and contributing to a 15% increase in sales.Delivered proficient IT support, achieving a 20% reduction in average resolution time for customer inquiries and technical issues, including log-in/authentication problems, password resets, and security concerns.Cultivated and nurtured B2B client relationships through proactive communication and account management strategies, resulting in a 20% improvement in client retention, customer satisfaction, and brand loyalty.	
JP Morgan Chase & Co. <i>Senior Disputes Analyst</i>	Manila, Philippines <i>Feb 2014 - Jul 2018</i>
<ul style="list-style-type: none">Leveraged cutting-edge tools and software to conduct in-depth data analysis and significantly reduce operational losses by 25% and mitigate associated risks for the business.Developed and implemented a comprehensive database system to streamline and store process information and workflows, resulting in a notable 30% improvement in overall quality.Delivered exceptional customer interactions, leading to a 20% decrease in escalated complaints.Facilitated the successful transition of 30 new hires to the operations team, showcasing strong training and onboarding skills.	

TECHNICAL SKILLS

Languages / Frameworks: Python, JavaScript, HTML, CSS, Flask, React, Tailwind CSS, Bootstrap

Technologies: MySQL, Jira, VSCode, Power BI, Wireshark

PERSONAL PROJECTS

Goal-Getter Web App Melbourne, VIC

Python, Flask, Bootstrap, HTML/CSS, JavaScript

- **Link:** <https://github.com/allengarcia04/goal-getter-web-app>
- **Effortless Goal Management:**Seamlessly sign up, log in, and add or delete goals to keep aspirations organized and within reach.
- **User-Centric Design Proficiency:** User-centric and responsive design, providing an optimal experience across various devices for efficient and accessible goal tracking.
- **Data Security and Reliability:** Employ secure and reliable data storage practices with SQLite integration, showcasing a commitment to safeguarding sensitive goal-related information.

CERTIFICATIONS

Certified in Cybersecurity | ISC2 | Oct 2023

Cloud Infrastructure Certified Foundations Associate | Oracle | Sept 2023

Cloud Data Management Certified Foundations Associate | Oracle | Sept 2023

REFERENCES

Available upon request.