

# 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

*Master's Degree in Business Information Systems*

Melbourne, VIC

*Graduation Date: Dec 2024*

### University of Santo Thomas

*Bachelor's Degree in Industrial Design*

Manila, Philippines

## WORK EXPERIENCE

### Tr4in Right College

*Academics & IT Support Officer*

Melbourne, VIC

*Apr 2023 - Present*

- 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.

*B2B Account Manager*

Manila, Philippines

*Aug 2018 - Jan 2023*

- 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 satisfaction
- Conducted 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.

*Senior Disputes Analyst*

Manila, Philippines

*Feb 2014 - Jul 2018*

- 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

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

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

## PERSONAL PROJECTS

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### Portfolio Website

Melbourne, VIC

React, Tailwind CSS, HTML, CSS, JavaScript

- Link: <https://stupendous-hummingbird-e492f8.netlify.app/>
- Description: A website to showcase my skills, projects, and experience as a software developer.
- Key Features: Interactive navigation for seamless browsing. Sections including About Me, Portfolio, Technical Skills and Contact for comprehensive information. Responsive design for optimal viewing on various devices. Integration of React and Tailwind CSS for efficient development and styling.

### TaskTracker Web Application

Melbourne, VIC

Python, Flask, Bootstrap, HTML, CSS, JavaScript

- Link: <https://tasktracker.pythonanywhere.com/login>
- Description: Developed a web application to enhance productivity by allowing users to manage their tasks efficiently. TaskTracker includes features such as user registration, authentication, task creation, and deletion.
- Key Features: Implemented user authentication with secure login and registration functionality. Developed CRUD operations for task management. Designed a responsive front-end with HTML, CSS, and JavaScript. Utilized Flask-Login for user session management and SQLite for database.

## CERTIFICATIONS

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**Certified in Cybersecurity | ISC2 | Oct 2023**

**Cloud Infrastructure Certified Foundations Associate | Oracle | Sept 2023**

**Cloud Data Management Certified Foundations Associate | Oracle | Sept 2023**

## REFERENCES

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Available upon request.