CONTACT

045 1011 647

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38 Wharf Street, Brisbane, Australia

SKILLS

- Python Programming
- C# Programming
- HTML-CSS-Javascript
- Figma
- Webflow
- Critical thinking and problem–solving
- Agile Development
- Maintaining servers, routers, and PCs
- Technical Support
- Database
- SQL
- Mac OS
- Microsoft Office
- Software Installation
- Troubleshooting

LANGUAGE

- English
- Spanish

DIEGO GARCIA
SOFTWARE ENGINEER

PROFESSIONAL PROFILE

I have varied work experience through which I have developed skills and aptitudes to manage myself in a complex and dynamic environment, maintaining excellent referential values and establishing a great capacity to interact with personnel of different hierarchies, as good interpersonal relationships with my work team, under an environment of respect and dedication to work. A self-motivated person always achieves maximum personal and professional development while generating significant contributions to the organization and the work team. I'm currently in the last semester of my first degree in software engineering at Torrens University Australia. My objective is to secure a responsible job where I can implement what I have learned and studied, develop my knowledge, and gain further experience.

WORK EXPERIENCE

Technical Support/Customer services, Telus International
Jan 2018- Nov 2021

- Enhance support processes and procedures, resulting in a 94% end-user satisfaction rate
- Install, configure, and manage laptops, phones, printers, and other devices for 80 employees
- Gathered and analyzed technical data to understand issues being encountered with company software.
- Diagnosed problems caused by viruses, malware, and Trojan horses.
- Maintaining a 95% client feedback rating.
- Maintaining and updating the client system software to the latest specs to avoid potential faults and errors.

Customer Service, Google
January 2022 - April 2023   **REMOTE**

- Resolved customer issues and complaints quickly and professionally, resulting in a 90% customer satisfaction rating
- Established and maintained positive relationships with customers, resulting in a 90% increase in customer retention
- Collaborated with other departments to ensure customer satisfaction
- Developed and maintained an up-to-date knowledge of the company's products and services

EDUCATION

Bachelor of Information of Technology, Torrens University of Australia
Jan 2022, Feb 2025

Bachelor of Software Engineering, Mexico University of Technology
Sep 2020, Dec 2023

High school Diploma, Christian College of El Salvador
Sep 2003, Jun 2015