

Dylan J.C. Garcia

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EDUCATION

Texas A&M University

BS in Engineering, Technology Management
Minoring in Business & Cybersecurity

August 2019 – Expected May 2024

College Station, Texas

- Current member of the 2023 Student Cluster Competition team for High Performance Computing.
- Freshman year resident of the Engineering Community of Scholars.

WORK EXPERIENCE

Apple Inc.

Tier 1 iOS Advisor

March 2022 - Present

Remote

- Provided customer support for software and hardware issues, acting as the first point of contact for Apple product users.
- Conducted data entry and documentation for each customer interaction.
- Leveraged problem-solving skills to provide step-by-step resolutions for customer issues.
- Collaborated with cross-functional teams via various communication channels to enhance customer service, employing strong analytical skills and Root Cause Analysis to isolate and address issues.

Fry's Electronics

Electronic Components Salesman

February 2019 - August 2019

Austin, Texas

- Educated customers and advised potential buyers on purchase decisions regarding computer parts, networking equipment, and other electronic components.
- Helped customers do system builds and upgrade their small business infrastructure.
- Top performer with over six figures in total sales.

Jumpstreet Indoor Trampoline

Party Host

February 2018 – August 2018

Cedar Park, Texas

- Organized and coordinated events for families and large groups.
- Supervised patrons and ensured their safety, worked as a cashier helping customers.

PROJECTS

DalleMC – DALLE in Minecraft!

May 2023

- Goal was to implement OpenAI's DALLE2 image generation API in Minecraft and generate AI images as Minecraft blocks in the server.
- Used Java to create a plugin using SpigotMC and Python to call the OpenAI API.
- Server collects prompts votes, calls the API, downloads the produced image as a PNG, then uses a modified version of the Pixelator project to generate the image as blocks in the server.

Macro Assist – Basic Macro Automation

May 2019

- Wrote an app using Java/JavaFX that allowed for programmable macros that could be toggled and hotkey activated.

EI Localizador – Rudimentary Maps Tool

December 2018

- Goal was to create a basic maps application that would allow for rating, searching by category, sorting, and commenting given coordinates, radius, and a list of locations.
- Learned about data structures, inheritance, interfaces, and sorting algorithms.
- Created using Java/Java Swing and used an IP address geolocation API for coordinates.

SKILLS

Java, Python, Linux, Bash, MySQL, Networking, Excel, High Performance Computing, Sys. Admin.