

## **Elmer R. Garcia**

**Computer & Management Professional | IT Support | Data Entry Specialist | Programmer**

**Location:** Brgy. Dagatan, Lipa City, Batangas

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**GitHub:** <https://github.com/elmerrgarcia>

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### **Professional Summary**

Dedicated Computer and Management professional with a proven record of meeting organizational goals through consistent, organized, and high-quality work. Skilled in technical support, data management, and software troubleshooting with the ability to work under pressure and adapt to new challenges. Over 20 years of experience in the Health Care industry and additional IT support experience in a manufacturing environment. Known for problem resolution, operational improvements, and enhancing employee satisfaction through reliable technical service.

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### **Work Experience**

#### **IT Staff**

**Ohtshuka Poly-Tech Philippines – Malvar, Batangas** *July 2024 – August 2025*

- Provided technical support to employees, resolving hardware, software, and network issues.
- Installed, configured, and maintained computer systems, applications, and peripherals.
- Performed routine system maintenance and implemented security updates.
- Supported troubleshooting of in-house applications and resolved user-reported issues.
- Managed user accounts, access rights, and system permissions.
- Responded to support tickets and ensured proper documentation of issues and resolutions.
- Assisted with setup and deployment of new workstations, equipment, and IT infrastructure.

**Achievements:** Enhanced the company's internal application by adding automated features and resolving bugs, improving workflow efficiency.

#### **Data Entry Operator (Cum Programmer)**

**Armed Forces Hospitals – Taif Region, Western Region** *June 2003 – February 2024*

- Performed daily operational tasks accurately and efficiently.
- Applied critical thinking to analyze problems and support decision-making.
- Met tight deadlines in a fast-paced environment while maintaining accuracy.
- Communicated deadlines and coordinated work to ensure timely project completion.
- Assisted employees, handled concerns, and escalated issues appropriately.
- Verified documents, resolved discrepancies, and completed paperwork efficiently.
- Worked flexible shifts including nights, weekends, and holidays.
- Analyzed workflow, access controls, and security requirements.
- Designed preventive maintenance procedures to minimize downtime.
- Migrated legacy data to SQL Server using SSIS, addressing transformation challenges and improving data reliability.

## **Computer Programmer**

### **Deckmaster Marine Software, Inc., Manila April 2001 – May 2003**

- Developed, tested, and deployed scalable and modular software applications.
  - Coordinated with internal clients regarding project updates and technical needs.
  - Evaluated software solutions during system architecture and migration planning.
  - Conducted hardware testing and troubleshooting to resolve system issues.
  - Performed stress testing and validation of server-side code.
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## **Education**

### **Bachelor of Computer Data Processing Management**

#### **Polytechnic University of the Philippines – Sto. Tomas, Batangas June 1995 – April 1999**

- Awarded Best Thesis for “Purchasing System for Golden Dragon Feeds.”
- Represented the university in a Computer Programming Contest at PUP Main Campus.

### **Computer Programming (Pre-Degree Program)**

#### **Tanauan Institute – Tanauan City, Batangas June 1994 – April 1995**

- Completed a 1-year preparatory course for entry into PUP’s Computer Data Processing Management program.
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## **Training & Certifications**

### **Python Programming Fundamentals – Coursera**

#### **Verified Certificate: NUT2NE7DD7YI**

- Python basics, data types, loops, conditionals, and functions
  - File handling, modules, and error handling
  - Basic data structures (lists, dictionaries, tuples, sets)
  - Introduction to object-oriented programming (OOP)
  - Hands-on projects for automation, scripting, and problem-solving
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## **Accomplishments**

- Developed the Recruitment System used by the organization from 2006 to present, significantly improving HR workflow efficiency.
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## **Skills**

- Technical Support & Troubleshooting
  - Data Entry & Database Management
  - Software Development
  - SQL Server, SSIS & Data Migration
  - Systems Analysis & Workflow Optimization
  - Hardware/Software Installation & Maintenance
  - Preventive Maintenance
  - User Account & Systems Access Management
  - Problem Solving & Critical Thinking
  - Documentation & Reporting
  - Time Management & Multitasking
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## **References**

Available upon request.