### Genaro Garza

### 210-881-7872 – GenaroGarzajr@gmail.com

**SKILLS** JavaScript | jQuery | PHP | Laravel | HTML | CSS | MySQL | Twitter Bootstrap

**DEVELOPER** [**Ruff-love.com**](ruff-love.com): JavaScript | PHP | Laravel | HTML | CSS | MySQL | Twitter Bootstrap

**PROJECTS** This website was created to connect dog owners who wish to find other owners of similar breeds for breeding. I built the back-end of the website with another developer using the larval framework, MySQL and PHP. This site uses HTML forms and Google maps API to locate registered users stored in a MySQL database. The results are visually displayed on Google maps window.

[**genarogarzajr.com**](genarogarzajr.com): PHP | Laravel | HTML | CSS | MySQL | Twitter Bootstrap

I constructed this site as a personal landing page. This site is for potential employers to learn about my

qualifications. The page includes Bootstrap and CSS stylings. There are some picture animations

which run off JavaScript, along with the ability send e-mails through a form on the page.

**Back to The Future Game**: JavaScript | jQuery | HTML | CSS

This is simple ‘whack a mole’ type game created to demonstrate my skill set with JavaScript and jQuery. I used

DIV’s to create the squares, jQuery to animate the pictures and add points to the scoreboard, and CSS

styling for text placement and color schemes.

**Work Experience**

**HCA** San Antonio, TX

*Tech Analyst II, Data Analyst* *March 2008 to May 2014*

* Provided desktop support to employees of 4 major hospitals, including complex issues requiring in-person assistance
* Responsible for ensuring wireless network stability, using software and hardware controls to ensure redundancy
* Installed and repaired terminals, personal computers, printers, cabling, and related software products for HCA
* Responsible for training users and entry-level technical analysts on division and facility technology

**The Hartford Insurance**  San Antonio, TX

*Service Desk Analyst June* 2007 *to March 2008*

* Provided highest tier software technical phone and desktop support for over 30,000 customers
* Provided Lotus Notes support for Hartford Life employees
* Preformed Level 3 laptop support for over 5000 remote customers
* Documented and routed all issues into Remedy tracking system
* Provided Linksys and D-Link Router troubleshooting for remote users
* Technical support trainer for new service desk employees

**IT Contractor** San Antonio, TX

*Desktop Support Technician* *January 2006 to June 2007*

* Provided technical and software support for companies including Teksystems, E.C.I., and Sino Swearigen
* Provided high-level software technical desktop support for over 30000 customers
* Preformed Level 3 laptop support for over 5000 remote customers
* Researched and implemented an improved call tracking system
* Implemented a digital signature security protocol
* Deployed new corporate anti-spam software solution
* Installed network hardware and CAT 5 cabling for the main corporate office and two satellite locations

**Time Warner** San Antonio, TX

*Broadband Network Services Team Level 3**October 2002 to May 2005*

* Supported remote connectivity troubleshooting services for residential and corporate for preferred customer accounts
* Resolved digital VoIP issues at the local and national infrastructure level
* Used TCP/IP utilities to troubleshoot remote connectivity issues
* Promoted to Level 3 after six months due to demonstrated technical ability

**IT Contractor** San Antonio, TX

*Desktop Support Technician**June 2002 to October 2002*

* Provided technical and software support for technical recruiters including Teksystems and Staffmark

**USAA** San Antonio, TX

*Information System Support Specialist/Shift Leader**March 1997 to April 2001*

* Provided computer specialist support in a direct service environment, for a company with over 14,000 PC's, including 900+ laptop units
* Promoted to the position of Shift Leader and was responsible for 7 technicians and 3 interns.
* Accountable for three major areas: level II laptop field support, internet support and internal customer support information systems
* Due to extensive networking experience, promoted to Knowledge Coordinator. Problem resolution rate of over 98% and consistently highest volume producer

**Education**

**Codeup**  San Antonio, TX

LAMP (Linux, Apache, MySQL, PHP) Stack - Web Development *August 2014*

JavaScript | jQuery | PHP | Laravel | HTML | CSS | MySQL | Twitter Bootstrap

**University of Texas at San Antonio**  San Antonio, TX

B.B.A., Information Technology *May 2001*