

George Garcia

GeorgeGarciaDev.com GitHub: george-garcia
726.234.6270 Jorge.a.garcia12@gmail.com

EDUCATION

WESTERN GOV UNIVERSITY

COMPUTER SCIENCE
2026 Graduation Date

TECH TALENT & STRATEGY

CODE IMMERSION SOFTWARE DEV.
Oct 2019 | San Antonio, TX
Full Stack JavaScript and React
Certifications

OFFENSIVE SECURITY

PENETRATION TESTING
WITH KALI LINUX
June 2016 | San Antonio, TX
Completed course and rooted 36 of the
vulnerable machines in the Offensive
Security network.

SKILLS

TECHNICAL

Proficient with:
TCP/IP • DHCP • DNS • VPN
Powershell • Windows Server • Acronis
Active Directory • Exchange/Office 365
Cisco • Ubiquiti • Routers • Switches
VMWare • Hypver-V • Citrix • Azure
Javascript • React • Redux • NodeJS
Express • Mongoose • MongoDB • HTML
CSS • Python • Bash • Linux • Intune
SCCM • SCOM

COURSEWORK

PROGRAMMING

API Calls and Asynchronous Programming
Data Structures and Algorithms
Functional Programming
GitHub Version Control
Unix Tools and Scripting

EXPERIENCE

RESPONSIVE TECHNOLOGY PARTNERS | SYSTEM ADMINISTRATOR

Formerly Invisible Technology December 2022 - 2024 | San Antonio, TX

- Built and deployed JavaScript/CSS front-end websites for small businesses, ensuring responsive layouts, and optimized load times.
- Worked with existing SQL databases for client systems, including running queries, updating records, troubleshooting data issues, and supporting integrations with other business software.
- Provided Level 1 and Level 2 helpdesk support in networking, servers, cybersecurity, backups, and break-fix issues for diverse San Antonio clients — from Hilton Hotels to animal hospitals and other small businesses — via phone and on-site visits.
- Redesigned complete infrastructure for new clients, implementing multiple backup strategies, VLAN segmentation, modern routers/switches, and camera systems.

LIGHTHOUSE FOR THE BLIND | JR. SYSTEM ADMINISTRATOR

December 2021 - December 2022 | San Antonio, TX

- Regulated our Routers/Switches, making changes as needed usually to accommodate guest meetings in the meeting room.
- Performed daily break/fix operations on servers, laptops, desktops, access points, docking stations, ios phones, and various other responsibilities.
- Monitored firewalls, spam filters, various backups, and other activities.
- Troubleshot Dell servers from installing Windows Server 2012 - 2019, swapping RAM, installing HDDS, creating raid configurations, using iDRAC, updating bios and firmware, and general server room servicing.
- Deployed and troubleshot Hyper-V solutions for our 400 users.

TECH TALENT & STRATEGY | SOFTWARE ENGINEER INSTRUCTOR

March 2022 - Present | San Antonio, TX

- Instructed multiple cohorts from start to finish on the fundamentals of JavaScript, HTML, CSS, Java, and SQL.
- Delivered lessons through short, focused introductions to new language concepts, followed by guided, hands-on projects.
- Designed and facilitated challenge projects that allowed students to apply newly learned concepts in practical, real-world scenarios.

USAA | HELP DESK ANALYST

March 2019 - December 2021 | San Antonio, TX

- Resolved 50+ troubleshooting incident tickets from MFA issues, Workday, life and auto insurance, internet and computer issues, and more using ServiceNow.
- Created a series of Powershell scripts automating various tasks resulting in 80+ resolved voice and chat incidents per day, more than twice the daily quota.
- Administered and troubleshot Citrix, XenApp, Director and other terminal services for employees on the USAA base.

U.S.ARMY | WINDOWS ADMINISTRATOR

Jan. 2008 - Dec 2013 | Ft. Riley KS, Basra Iraq, Costa Mesa CA

- Diagnosed, troubleshot, and resolved hardware, software, other network and system problems, and replaced defective components when necessary.
- Configured, monitored, and maintained active directory and outlook using Windows Server 2008.