Karina Garces

Software Engineer | Web Developer

New York, NY | 347-376-5410 | karinadgarces@gmail.com

linkedin.com/in/karinadgarces/| github.com/imanirak |

SKILLS

Languages: JavaScript (ES6) | HTML & HTML5 | CSS & CSS3 | Python
Libraries and Frameworks: React | Node.js | Express.js | Django | Git & GitHub
Database: MongoDB | Mongoose
Design: Adobe Creative Suite | Figma

PROJECTS

Reaxion - https://github.com/imanirak/Reaxion   **March 2022-Present**
- Developed a social media application using React front-end framework that allows users to capture their immediate, emotional feedback in group settings
- Implemented full CRUD and RESTful routing for users to anonymously post their reactions to their chosen communities
- Implemented embedded and referenced data to allow for user features such as joining and creating communities, creating events within communities, and creating posts that reference specific events
- Executed user authorization that hashes and salts user passwords using JSON Web Token and created authorization required routing for increased privacy and security within the application

SavvyDeco - https://github.com/imanirak/savvydeco   **Jan 2022-Present**
- Designed and implemented a responsive and visually striking front-end experience using EJS and CSS with full CRUD capabilities
- Implemented RESTful routing using Node.js that enabled users to create, share, and edit recipes within their community
- Successfully debugged and reviewed project collaborator's back-end code using Express, Node.js and MongoDB that allowed users to login with Google OAUTH

Virtual Pet - https://github.com/imanirak/virtual-pet   **12/13/2021-12/20/2021**
- Coded logic in JavaScript to track game conditions and render appropriate scenarios for the player
- Used CSS positioning to keep the visual game flow in one space and combined it with CSS Hover/Animation Keyframes to create a responsive experience
- Implemented HTML placeholder elements that were populated by JavaScript, with user provided info to build a player specific session
- Utilized Sweet Alerts to customize alert notifications further with corresponding images and status updates

PROFESSIONAL EXPERIENCE

IT Specialist | Calibrate, Remote Role, New York, NY   **12/2021- Present**

- Work remotely with employees to address desktop support issues and provide technical support via Slack and Zoom.
- Update and maintain customer information in our documentation system as changes in their environment

occur.
- Create or update documented policies and procedures for the use of technical staff when new issues occur that may impact multiple users.

IT Support Specialist | Ripple, Remote Role, New York, NY   **04/2021- 12/2021**

- Resolve user issues within 30 minutes through ticketing systems such as Jira and Fresh service
- Troubleshoot and support Google Workspace (G Suite), MS Office, Okta, Slack and other common SaaS services
- Ability to support and troubleshoot Mac OS, Windows 10/11, and Chrome OS in a business environment

Geek Squad Supervisor | Geek Squad, New York, NY   **10/2015 -04/2021**

- Led a team of a total of six sales employees and trained three repair technicians
- Provided on-going processes coaching to employees directly improving department utilization by 90%
- Increased departments NPS from an overall 54% to 90% YTD by creating a system ensuring each employee verified the client's issue has been resolved by the end of each appointment
- Constructed personalized one on one feedback for each employee based on their monthly sales allowing employees to directly improve departments monthly sales by 35% continuously
- Reinforced the importance of the customer experience when performing diagnostics discoveries, making recommendations, and protecting customer devices both in-person and by phone
- Strategically provided recommendations in an annual apple audit to reduce departments impact on the P&L by $8,000
- Apple Certified Technician completing necessary diagnostics. In addition, to following up with iOS software, and hardware repairs for devices such as battery, camera, and display replacements

EDUCATION

Computer Software Engineering Immersive / General Assembly, Remote
Graduated May 2022
Associates in Applied Science (A . A. S) Information Systems
Graduated June 2016