

J. Andrés Garcia
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PROFESSIONAL EXPERIENCE

2016-Present *Systems Support Specialist* | Montcrest School Vaughan, ON

- Provide support to staff and students with in class Mac and google technology
- Administer the schools G Suite and Mobile Device Manager along with server level systems (Unix/linux)
- Repair and upgrade damaged or defective student, and faculty devices/portables on an ad hoc basis
- Create/Implement systems that enables the technology department to increase our efficiency
- Manage local and cloud backups of important Mac Operating System environments and users
- Document and track meticulously all process with efficient and detailed documentation to improve organization

2015-Present *Freelance Consultant* | EGH Consultants Vaughan, ON

- Integrate with companies and understand their needs and provide the best solution
- Researched, evaluated and tested new technologies for possible solutions
- Provide solutions to companies in various sectors to create print and digital content for their business.
- Take the initiative in providing on going support with technological and design solutions
- Improve the best customer satisfaction with suggested technology implementation and designs in their end product solutions

2012-2014 *Junior Systems Technician* | Earth Rangers Centre Vaughan, ON

- Provided support to employees, troubleshooting, maintenance, upgrades and workstation repairs
- Handled the arrival and departure of employees by setting up their workstation, badges, and user information
- Praised for generating a complete seating map with critical information of employees and keeping track of there as time progressed.
- Maintained back-ups of key computer systems and mission critical user systems
- Aided in deploying and rolling out new organization wide and user projects to ensure the increase of productivity.

2012 *Building Science Intern* | ERC Showcase Vaughan, ON

- Coordinating with IT staff to design and maintain network with new building automation devices.
- Had to keep to security protocols and principles as well as keep confidentiality with future projects and product partnerships.
- Reviewed invoice to check consistency as well as meet with potential maintenance vendors in order to use the budget efficiently
- Collaborated with facilities team to brainstorming execute improvements office environments for employees to work more efficiently

EXTRACURRICULAR EXPERIENCE

2012 *Weather Parsing Application* | ERC Showcase Vaughan, ON

- Proposal for making the HVAC system more efficient
- Generated a simple program that helped in improving the building to meet LEED certification standard

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2015-Present **Volunteer | Earth Rangers** **Vaughan, ON**

- Worked with Video Production team while filming various commercials as well as in the post production
- Engaged with visitors at Earth Rangers events and open houses to showcase technology and animal ambassadors
- Took the initiative on welcoming guest and providing the best atmosphere and experience to both young children and adults

Present **University of Toronto | Dept. of Medicine** **Vaughan, ON**

- Collaborating with fellowship and communication officers to create an interactive section of their new webpage
- Gathering and analyzing data in order to create an effective and informative showcase of data
- Using new popular scripting libraries to generate an effective end product

EDUCATION

2010-2012 **York University** **Toronto, ON**

- B.A - Major in Computer Science focusing on Interactive Systems Stream, Honors Degree
 - Areas of Concentration: Cryptography, Artificial Design

2012-2016 **York University** **Toronto, ON**

- B.A - Major in Information Technology focusing on Information and Society Stream
 - Areas of Concentration: UI Design, Systems Design, Media Studies, Graphic Design

2017-Present **Blackbaud University** **Toronto, ON**

- Blackbaud Certified Professional
 - Areas of concentration: Raiser's Edge, Database Management, Crystal Reports, Data Analysis and extraction

CERTIFICATIONS

- A+ Certification - In Progress
- Apple Certified Mac Technician (ACMT) Certification, Apple, 2017
- Apple Certified iOS Technician (ACiT) Certification, Apple, 2017
- G Suite Certification, Google, 2016
- G Suite Certified Administrator, Google, 2010
- iTech Certification, 2014

ADDITIONAL INFORMATION

- Fluent in English and Spanish
- I was born in Barranquilla, Colombia and moved to Canada in late 1999
- Passionate about graphic design and new technologies along with open source, continuing to educate myself in new technologies and current design trends
- Experience with various Linux server and security distributions
- G Class Drivers License