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## JUAN GARCIA

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### Skills

HTML, CSS, JS | Python | Project Planning & Deployment | Database Management | Linux/Unix | OSX/macOS | Windows (Desktop & Server) | Wireless Network | Google G Suite | Remote Device Management | Technical Support | Active Directory | Bash | VMware | Git

### Experience

#### **Systems Specialist, Montcrest School | Toronto, On**

**Jan. 2016-Present**

- Configuration, deployment and management of Google Suite, implementing google's best practices
  - Mobile Device Manager implementation for application deployment and remote management (JAMF & Apple Profile Manager)
  - Leveraged Google Suite for Enterprise/Education to increase productivity and collaboration within the organization
  - Automation of Google Gsuite management and deployment (GAM for GSuite tool)
  - Repair damaged devices/portables in a time sensitive matter
  - Implemented support strategies and documentation standards to help all support staff stay on track, thus increasing efficiency
  - Managed the global directory for the organization in order to manage users effectively across all implemented systems
  - Meticulously documented all processes to improve organization and reference resources
  - Used innovative platforms to maximize back end servers efficiency and reduce costs
  - Plan department projects with technology life cycle in mind
  - Provided on going technical support to students and staff, keeping track of all interactions
  - Designed, deployed, administer new network to improve users connectivity both wired and wirelessly
  - Front line support for users using Windows operating System (Laptops, Desktops, and Servers)
  - Administer Mac and Windows desktop environments — configuring, upgrading, troubleshooting, and resolving issues that arise on a day to day basis)
  - Research and deployment of ticketing system benefiting employees and assists support staff to keep track of new and/or ongoing issues
  - Responded quickly to tickets to ensure positive support experience to all users
  - Managed the design and implementation processes of consistent backup procedures (on site, off site, and cloud backups) to ensure minimal data loss
  - AV equipment management (teleconferencing system, projectors, PA system, etc.)
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**Senior Developer , JAGM | Toronto, On**

**May 2014-Present**

- Collaborating with new and future clients to fit their needs effectively
- Deploy servers to manage websites both back end and front end
- Utilized different strategies for content management to meet client needs (Wordpress, Bootstrap, Bolt)
- Design content and website backends for clients
- Took the initiative to learn new web strategies and complex methods that would provide dynamic webpages, to better serve current clients

**Consultant, EGH Consultants | Woodbridge, On**

**Feb. 2015 - Feb. 2016**

- Researched, evaluated and tested new technologies for possible client solutions
- Provide solutions to companies in various sectors and create print and digital content for their businesses
- Take the initiative in providing ongoing support with technology and design solutions striving to give the best support experience possible to clients
- Improved customer satisfaction with suggested technology implementation and designs in end product solutions

**Junior Technologist, Earth Rangers | Vaughan, On**

**May 2012 - Sept. 2014**

- Main support for troubleshooting, maintenance, upgrades and workstation of Apple Environment for the Design team, enabling increased productivity, collaboration, and efficiency
- Handled the on/off boarding of employees technology and logins
- Provided support to the Design department's apple system
- Responded to tickets/requests in a timely manner
- Generated a complete seating map with critical information of employees
- Aided in deploying and rolling out new organization-wide and user projects to ensure the increase in productivity
- Took part of providing on going support for Windows 7 and 10 along with Windows Server

**Building Science Intern, ERC Showcase | Vaughan, On**

**April 2010 - Dec. 2011**

- Coordinating with IT staff to design and maintain the network with new building automation devices
- Kept to security protocols and principles along with confidentiality with future projects and product partnerships
- Reviewed invoice to check consistency, meeting with vendors on an ongoing basis
- Collaborated with facilities team to brainstorm and execute improvements in the office environments in order for employees to work more efficiently
- Programmed automation controllers in order to have a more efficient heating and cooling system

**IT Technician, Metafore (Torys LLP) | Toronto, On**

**April 2010 - June 2011**

- Coordinating the replacement of user hardware
  - Kept to decommissioning protocols for employee personal computers
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- Aided employees in navigation and familiarization of new hardware and software
  - Phase out old hardware which was standardized but new hardware

## Education

### **York University (2010 - 2015)**

**Toronto, Ontario**

- B.A. - Major in Information Technology | Information & Society Stream
- Areas of concentration: Systems Design, Media Studies, UI/UX Design, Graphic Design, E-Business & E-Commerce, Cryptography, Artificial Design

### **Blackbaud University**

**Toronto, Ontario**

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

## Extracurricular Experience

### **U of T Department of Medicine (2015 - Present)**

**Toronto, Ontario**

- Used UI/UX design skills to create a web based interactive map
- Utilized JS libraries that would enable the map to follow of UI/UX standards

### **Weather Scrapping Application (ERC Showcase)**

**Toronto, Ontario**

- Generated a backend program that helped in improving the buildings efficiency and leadings to the LEED Platinum Certification Standard
- Used python libraries to scrape weather websites and generate an average outside temperature in order to modify the HVACs output for the buildings internal temperature

## Certifications

- A+ Certification — **In Progress**
  - Apple Service Fundamentals — **Apple** 2018
  - Apple Certified iOS Technician (ACiT) Certification — **Apple** 2018
  - Apple Certified Mac Technician (ACMT) Certification — **Apple** 2017
  - G-Suite Administrator (GSA) Certification — **Google** 2017
  - Apple Teacher — **Apple** 2017
  - Raiser's Edge Fundamentals Certification — **Blackbaud University** 2017
  - iTech Technician — **iCracked USA** 2015
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