Jorge L. Garro Elizondo

Information Systems Engineer

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San José, Costa Rica

Professional Summary

Results-oriented Information Systems Engineer with a unique background combining over 8 years of hands-on technical support with 5 years of educational instruction. Proven expertise in diagnosing complex issues across Windows and Unix/Linux environments, managing relational databases, and mentoring in software development fundamentals. Seeking to leverage this diverse skill set to drive system reliability and user satisfaction in a challenging IT support, systems analysis, or infrastructure management role.

Technical Skills

- **Operating Systems:** Windows , Linux, UNIX, MacOS
- **Databases:** MS SQL Server, Oracle, MySQL, PostgreSQL
- **Programming & Scripting:** Bash, Python, PowerShell, Java, C#, JavaScript, HTML5, CSS
- **Developer Tools:** Git, .NET Framework, Visual Studio, Vercel
- **Design Software:** Adobe Creative Suite (Photoshop, Illustrator)
- **Virtualization:** VMware, VirtualBox
- **Methodologies:** Agile/SCRUM, ITIL, Incident Management, Root Cause Analysis (RCA)

Professional Experience

Business Intelligence Developer
Freelance / Self-employed - San José, Costa Rica
August 2025 - current

Developed and delivered a comprehensive curriculum for Career and Technical Education (CTE), preparing high school students for careers in technology.

CTE Instructor of Digital Media & Software Development
Jefferson Parish Public School System | Louisiana, U.S.
January 2020 – May 2025

Developed and delivered a comprehensive curriculum for Career and Technical Education (CTE), preparing high school students for careers in technology.

- Successfully achieved student learning targets, with 95% or more students receiving certification.

- Guided over 150 students through project-based learning modules using Adobe Photoshop and Illustrator, culminating in the creation of professional-grade digital media portfolios.

- In partnership with Operation Spark, taught fundamentals of software development, including logical problem-solving, programming constructs, and web technologies.

- Mentored and coached a diverse student population, adapting teaching methods to meet various learning styles and fostering an engaging classroom environment.

Software Support Engineer, L2
Tek-Experts | Cartago, Costa Rica
July 2014 – December 2018

Provided Tier 2 technical support for an enterprise Content Management and Information Governance software solution used by global organizations.

- Resolved an average of 20+ weekly Tier-2 tickets by diagnosing complex relational database issues in MS SQL and Oracle environments, ensuring data integrity for a global client base.

- Diagnosed and resolved issues across Windows Server administration, IT infrastructure, and network connectivity.

- Provided development support to the implementation and integration .NET SDK and Web API.

- Created and managed virtualized test environments for issue replication and solution validation.

System Analyst II
Experian | Heredia, Costa Rica
February 2014 – July 2014

Monitored a real-time credit risk assessment platform, ensuring high availability and reliability for financial clients.

- Orchestrated communication between customers and an engineering team during 24/7 incident management to ensure rapid issue resolution.

- Authored detailed Root Cause Analysis (RCA) reports following service recovery to prevent future occurrences.

- Collaborated with engineering to ensure reliable connections to credit bureaus and third-party data sources.

Middleware Support Specialist
Hewlett-Packard Enterprise | Heredia, Costa Rica
April 2011 – July 2013

Administered middleware and application hosting services for enterprise clients on WebLogic, WebSphere, and IIS platforms on Solaris, AIX, and Windows.

- Lead a support team of 15 agents, improving response times and resolution rates through mentorship and the implementation of Standardized Operating Procedures.

- Developed and deployed Bash scripts to automate daily system health checks and filesystem housekeeping, reducing service tickets by 20%.

Education

Bachelor of Science in Information Systems Engineering
Universidad Latina de Costa Rica | San José, Costa Rica
2010 – 2018

(Completed additional coursework in Electronics Engineering, 2005-2009)