

# JORGE GARIT

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## PROFESSIONAL SUMMARY

Qualified Technical Specialist well-versed in assisting users with diverse computer system, mobile device and peripheral equipment problems. Familiar with security standards and usability optimization. Effectively operates autonomously to troubleshoot and fix concerns.

## WORK HISTORY

Oct 2021 - Current  
Orlando, FL

### **Technical Support Specialist Level II / Stax**

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Collaborated with development team to escalate and address merchant inquiries and technical issue.
- Created support documentation that enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.
- Explained technical information in clear terms to non-technical individuals to promote better understanding. These include how to properly use payment terminals provided, our software virtual platform, and help with integrating merchant systems directly with our API.

Feb 2021 - Aug 2021  
Orlando, FL

### **Customer Service Representative Lead / Navient**

- Actively supported service associates by quickly responding to questions via phone and email and finding appropriate solutions to customer issues.
- Coached team members to deliver hospitable, professional service while adhering to set service models.
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Exceeded team goals and collaborated with staff members to implement customer service initiatives.

Jul 2019 - Mar 2020  
Lake Buena Vista, FL

### **Maintenance: Craftworker / Walt Disney World Resort**

- Performed preventive maintenance on theme park costumes for better use.
- Completed daily, weekly and monthly checklists on building equipment to maintain records of scheduled maintenance

procedures.

- Completed partial or full dismantling of equipment to quickly repair or replace defective components and restore functionality.

## SKILLS

### Technical Skills:

- HTML, CSS, Javascript
- Microsoft Office: Word, PowerPoint, Excel, OneNote
- Node.js
- API Integrations
- Software Evaluation
- MySql
- Linux
- Active Directory
- JQuery
- Express.js
- React

## EDUCATION

Expected in Nov 2022  
Orlando, FL

### Certificate of Completion in Full Stack Development

University of Central Florida

- Capstone Project: Front End Development Showcase, Focused on writing the JavaScript for the project. Used JQuery and Ajax to formulate script. Created a recipe site that makes calls to multiple APIs in order to generate recipes based on a specific query.
- Relevant Coursework: HTML, CSS, JavaScript, JQuery, Ajax, Node.js, MySQL

Dec 2016  
Gainesville, FL

### Bachelor of Science in Civil Engineering

University of Florida

- Dealt with the design, construction, and maintenance of the physical and naturally built environment, including public works such as roads, bridges, canals, dams, airports, sewage systems, pipelines, structural components of buildings, and railways.

## DEVELOPER PORTFOLIO

- <https://jorgegarit.github.io/Portfolio/>

## CERTIFICATIONS

- Engineer In Training (E.I.T) Certified
- Expected: Full Stack Developer Certification of Completion

## LANGUAGES

### English

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Native or Bilingual

### Spanish

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Native or Bilingual