



# JORGE GARIT

 jorgegarit@gmail.com

 (407) 558-5592

 Orlando, FL 32812

## 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.

## SKILLS

### Technical Skills:

- Full Stack Development
- Microsoft Office: Word, PowerPoint, Excel, OneNote
- Data Analysis
- API Integrations
- Troubleshooting and Diagnosing
- Software Evaluation

### Personal Skills:

- Communication
- Creativity
- Self-motivated
- Decision Making
- Teamwork

## EDUCATION

### University of Central Florida

Orlando, FL • Expected in 11/2022

**Certificate of Completion:** Full Stack Development

- Capstone Project: Front End Development Showcase, Focused on writing the JavaScript for the project.

## GITHUB & WORKING FULL STACK PORTFOLIO

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

## WORK HISTORY

### Stax - Technical Support Specialist Level II

Orlando, FL • 10/2021 - Current

- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Collaborated with the 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 the payment terminals provided, use the software virtual platform, and help with integrating merchant systems directly with the business API.

### Navient - Customer Service Representative Lead

Orlando, FL • 02/2021 - 08/2021

- 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

- Relevant Coursework: HTML, CSS, JavaScript, JQuery, Ajax, Node.js, MySQL

Gainesville, FL • 12/2016

- 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.

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

- 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.

*Lake Buena Vista, FL • 07/2019 - 03/2020*

- 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.

## English



Native or Bilingual

## Spanish



Native or Bilingual