JORGE GARIT

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📞 (407) 558-5592

📍 Orlando, FL 32812

SKILLS

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

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,

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.

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

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

University of Florida
Gainesville, FL • 12/2016

Bachelor of Science: Civil Engineering

- 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.

CERTIFICATIONS

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

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.

Walt Disney World Resort - Maintenance: Craftworker
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.

LANGUAGES

English
▬ ▬ ▬ ▬ ▬
Native or Bilingual

Spanish
▬ ▬ ▬ ▬ ▬
Native or Bilingual