

# Julian Garcia-Schroeder

Phoenix, AZ

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## ENGINEERING SUPPORT SPECIALIST - DATA ANALYST

Bilingual English–Spanish (B2) analyst with 1 year of experience collaborating with software engineers in Agile environments. Skilled in SQL and JQL, I have developed numerous dashboards and structure boards in Tableau and JIRA to provide PMs with actionable metrics. Experienced in leading intern teams on mini-projects using project management practices such as daily scrums and Kanban boards. Proficient in maintaining documentation through Confluence and ensuring adherence to proper processes and standards.

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## PROFESSIONAL EXPERIENCE

### Honeywell - Phoenix, Arizona Engineering Support Specialist

Sept 2024 - Current

- Manage SQL databases, develop Tableau dashboards, and maintain data pipelines using Python, REST APIs, and Excel auditing to ensure accurate reporting for upper management.
- Document processes in Confluence, support JIRA/IBM DNG dashboards, and lead intern teams on projects using Agile practices including scrums, Kanban boards, and cross-functional coordination.

### NALCAP - Madrid, Spain Language Assistant

Oct 2023 - July 2024

- Assisted as part of a cultural exchange program, aiding the teacher in English subjects.

### Grand Canyon Education - Phoenix, Arizona IT Support Analyst III

Jan 2023 - Sept 2023

- Provided IT support for staff by troubleshooting hardware/software issues, managing user accounts (Active Directory, Azure, Intune, FIM, SCCM), and resolving tickets via Service Desk.
- Maintained assets and vendor relationships, supported campus events, and created process workflows to improve customer experience and internal training.

### DT Mobile Detailing - Phoenix, Arizona Detailer

August 2019 - Jan 2023

- Polished, waxed, buffed, washed, and detailed cars of all types.
- Delivered face-to-face customer service by assessing client needs and ensuring high-quality, tailored results.

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## EDUCATION & CERTIFICATIONS

### Bachelor of Science 2018 - 2022

Information and Computer Science - 3.46 GPA  
Park University - Gilbert, AZ

### Google Project Management Certification Coursera

## PORTFOLIO (EXCEL, SQL, HTML/CSS, TABLEAU, POWER BI)

[https://www.canva.com/design/DAGDVFY1cEs/qfRIS6dPJvmYbd9ikWXatg/view?utm\\_content=DAGDVFY1cEs&utm\\_campaign=designshare&utm\\_medium=link&utm\\_source=editor](https://www.canva.com/design/DAGDVFY1cEs/qfRIS6dPJvmYbd9ikWXatg/view?utm_content=DAGDVFY1cEs&utm_campaign=designshare&utm_medium=link&utm_source=editor)