

Alejandro García Marín

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EDUCATION

Bachelor of Science in Applied Technology (Magna Cum Laude)
Brigham Young University–Idaho

July 2023
Rexburg, ID

Certificate in Database
Brigham Young University–Idaho

July 2023
Rexburg, ID

- Utilize SQL and Query to communicate with Databases
- Design a transaction entity relationship model
- Work with Stored Programs in a Database
- Configure, administer, and performance tune a database
- Demonstrate ability to work with a database warehouse and star schema

Graphic Design Fundamentals
Brigham Young University–Idaho

April 2023
Rexburg, ID

- Follow a design process that leads to consistent effective results
- Set typography with clear hierarchy that makes content more readable
- Make images that clearly communicate ideas and information to others
- Use industry-standard design software to efficiently complete design work
- Prepare design files that are production-ready

Certificate in Web Backend Development
Brigham Young University–Idaho

July 2022
Rexburg, ID

- Demonstrate skills in HTML, CSS, JavaScript, databases, and server-side development
- Write operational code to pass and obtain data from a server including PHP and JavaScript
- Inject data into the DOM (document object model) for dynamic website applications
- Show skill with database servers (Relational and NoSQL) and tools to design and build basic databases needed for dynamic web applications
- Demonstrate proficiency in SQL code to implement a CRUD (Create, Read, Update and Delete) management tool using a web interface
- Use code to solve problems

Associate of Applied Science in Applied Technology
Brigham Young University–Idaho

April 2022
Rexburg, ID

Certificate in Web Frontend
Brigham Young University–Idaho

July 2021
Rexburg, ID

- Web design, HTML, CSS, and JavaScript
- Develop semantic and valid web pages
- Avoid HTML presentational markup
- Make relevant and usable content
- Develop content for both humans and machines
- Proficient with current web design principle

Certificate in Computer Programming

Brigham Young University–Idaho

July 2021

Rexburg, ID

- Learn and apply new technology and techniques
- Use Python, HTML/CSS, Java, and JavaScript
- Convert software requirement into code
- Understand principles of programming and design
- Apply strong design and problem-solving skill
- Strong communication and interpersonal skills

Computer Systems Engineer

Technological Institute of Colima

July 2004

Colima, MX

EXPERIENCE

Customer Service Representative

Foundever

January 2017 – Current

Remote in UT

- Engage with US credit card customers, assisting 90+ phone calls per day, receiving performance recognition as top agent
- Coordinate customer unresolved needs, referring to designated departments to improve experience by 80%
- Produce records of customer interactions or transactions, record details of inquiries, complaints, or comments, as well as actions taken, thus helping future assistance in 90% of calls

Counter Help/Cook

Panda Express

April 2008 – Current

Orem, UT

- Train new kitchen workers
- Promote teamwork, resulting in exceptional service and guest dining experience
- Demonstrate multitasking abilities, contributing to finishing daily shift duties on time

Internship

Capital Grant Solutions

April 2023 – July 2023

Remote in UT

- Create content and campaigns using creativity to grow the business
- Create and manage new online social media accounts for a Utah-based company

Teaching Assistant

Brigham Young University–Idaho

April 2022 – December 2022

Remote in UT

- Timely completion of assigned work
- Work closely with the instructor who was teaching the class
- Consistent in working daily to ensure all tasks were done on time

SKILLS

- Responsibility
- Take challenges
- Attention to detail
- Apply new technologies
- Work collaboratively with a development Team
- Problem Solving
- Familiarity with the use of GitHub
- MEAN web development stack: MongoDB, Express, AngularJS, and Node.js
- Adobe (Illustrator, Photoshop—, InDesign, and Premiere Pro)