

# Alejandro Garcia Marin

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## EDUCATION

**Bachelor of Science in Applied Technology**  
*Brigham Young University–Idaho*

July 2023  
Rexburg, ID

**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

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## EXPERIENCE

**Customer Service Representative**  
*Sykes*

January 2017 – Current  
Provo, 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
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### **SKILLS**

- Familiarity with the use of GitHub
- Apply new technologies
- Take challenges
- Improve existing code with new ideas
- Attention to detail
- Problem Solving
- Responsibility
- Work collaboratively with a development team
- Adobe CS (Illustrator, Photoshop, InDesign, and Premiere Pro)

### **THINGS I WILL LEARN IN THE FUTURE SEMESTERS**

- Database Design & Development
- Graphic Design
- Typography
- Data Warehousing
- Database Programming

### **WHAT DO I LIKE TO DO FOR FUN?**

- Dance
- Go for a Walk
- Travel
- Play Racquetball
- Photography
- Edit Videos
- Play Piano