

WILLIAM GARCIA

Software Support

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Bachelor of Science in Computer Science

2012 –2019

California State University, Los Angeles

LANGUAGES

- Proficient in: Java, HTML
- Familiar with: Python, C, C++, JavaScript, Node JS

SOFTWARE

- Platforms: Mac OS, Windows
- Database: MySQL

ModernHR, Burbank, CA 91504

JULY 6, 2021 –PRESENT

Software Support

- Work with a technical support queue to qualify and resolve support requests about setup, configuration use, and troubleshoot of a time system.
- Document all problem resolution and keep technical services records.
- Provide end-user training and awareness.
- Assist with hardware troubleshooting, configuration, and testing.

Turner Techtronics Inc, Burbank, CA 91505

JANUARY 4, 2021 –JUNE 30, 2021

Service Desk Agent L1/ NOC Agent L1

Service Desk:

- Receive and process requests for service via telephone and email.
- Troubleshoot and resolve issues on the initial call when possible, utilizing the internal knowledge base, experience, and team resources.
- Monitor unassigned ticket queue and follow up on assigned tickets every 24 hours.
- Identify and escalate tickets to TTI management or appropriate support groups when needed.
- Document issues and troubleshooting steps concisely in the ticketing system.
- Follow up on open issues with escalation groups to provide updates to the customer.

Network Operation Center:

- Monitoring, escalating, and provide major incident management support.
- Provide after-hours Service Desk support and providing backup support for the Service Desk team during regular business hours.
- Responsible for using various monitoring tools and resources to monitor alerts, major incidents, outages, and general infrastructure health.
- Validate if alerts are in production or out of scope. Communicate with the Service Desk team for reports of application and network outages.
- Monitor the Command Center call queue in case IT users report outages or other major incidents.
- When a major incident is declared, we send out a Major System Disruption (MSD) email.
- Depending on the severity of the issue, we would create a bridge or a Slack channel for ease of communication and collaboration.
- Determine the scope and impact when we declare an MSD.

Modern Parking Inc., Los Angeles, CA 90017

APRIL, 2016 –JULY, 2020

Parking Attendent/Cashier/Cashier Trainer

- Open parking lots on time and follow all the parking lot opening requirements, including documenting pre-opening vehicle inventories.
- Provide direction to customers, including beach regulations and parking policies.
- Maintain a log of all free entries, convertibles, motorcycles (including the time of entry, license plate number, and date).
- Collect parking fees and issue a receipt to all vehicles entering the facility.
- Report misused disabled placards, non-paying customers, and other customer problems.

- Provide emergency assistance to personnel, including lifeguards, fire, and police agencies.
- Assist in monitoring film company use of lots and compliance standards.
- Monitor and restrict loitering on the lot and around the booth.
- Monitor access for all permit users.
- Wear the proper uniform with a visible employee badge and maintain a clean appearance at all times.
- Trained & supervised new cashiers. Assured they knew all rules and regulations for their current location.

Wood Care Preserving, Gardena

2015 – 2016

IT Support/Driver/Customer Service Representative

- Troubleshoot issues with equipment such as printers, computers, and servers.
- Run software updates and backups when requested.
- Installed new desktops, servers, and applications.

Los Angeles School of Global Studies, Downtown Los Angeles

2010 – 2012

IT Technician Intern

- Support the IT team in maintaining computer systems, hardware, software on desktops and laptops (Windows and macOS).
- Troubleshoot issues with equipment such as printers, computers, and servers.
- Determine the causes of the computer/software/network malfunctions through evaluation, testing, and resolution via modifications, repair, or external support assistance.
- Run software updates and backups when requested.
- Set up new desktops, servers, and applications.
- Research unusual bugs or issues the school teachers/staffs and students encounter.
- Resolve internet and network access issues on both wired and wireless.
- Meeting with staff to provide one-on-one technical assistance as needed/requested.
- Provide software and hardware training.