William Garcia

1416 W 2nd St., Los Angeles CA 90026

Phone: (213) 290-8432 Email: [Wgarci14@gmail.com](mailto:Wgarci14@gmail.com) website: [www.williamgarciaresume.com](http://www.williamgarciaresume.com)

# Computer skills

## Languages

* Proficient in: Java, HTML
* Familiar with: Python, C, C++, JavaScript, Node Js

## Software

* Platforms: Mac OS, Microsoft Windows® XP, Vista, 8, and 10 and Linux
* Database: MySQL

# Experience

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| Service Desk Agent/NOC L1 | 2021-Present |

Turner’s Techtronics, Inc

* 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 customer

NOC:

* Monitoring, escalating, and provide major incident management support.
* Provide after-hours Service Desk support and providing back up 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/or network outages.
* Monitor the Command Center call queue in case IT users calling in to report outages or other major incidents.
* When a major incident is declared, we must send out a major system disruption (MSD) email. Depending on the severity of the issue or the owner of the issue, we may also need to create a bridge or a Slack channel for ease of communication and collaboration. Outages and/or major incidents are not created equal, therefore, we must determine the scope and impact when we declare an MSD.

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| Cashier/Parking Attendant/Cashier trainer | 2016-2020 |

Modern Parking Inc.

* Open parking lots on time and follow the parking lot opening requirements including documentation pre-opening vehicles inventories.
* Collect Parking fee and issue a receipt to all vehicle entering the facility.
* Train & supervise new cashiers, making sure they know all rules and regulations for the location they are and provide help when they need it.
* Wear the proper uniform with a visible employee badge and maintain a clean appearance at all times.

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| Intern IT Support | 2015-2016 |

Wood Care Preserving

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

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| Intern Technician | 2010-2012 |

LAUSD Los Angeles School of Global Studies

* Support the IT team in installing and maintaining computer systems including hardware, software on desktops and laptops. (Windows and MacOS)
* Troubleshoot issues with equipment such as printers, computers and servers.
* Determining causes of computer/software/network malfunctions through evaluation, testing and resolution via modifications, repairs or external support assistance.
* Install new desktops, applications, run software updates, and backups when requested.
* Research unusual bugs or issues the school teachers/staffs and student encounter.
* Resolve internet and network access issues on both wired and wireless.
* Meet with staff to provided one-on-one technical assistance as needed/requested.
* Provide training to staff on new software and hardware use.

# Education

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| California State University of Los Angeles Los Angeles, CA   * B.S. in Computer Science | 2012-2019 |