

Austin Garcia

Arnold, MD 21012

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Software Developer with 3 years of experience able to build responsive web applications from the ground up using JavaScript, React, and Bootstrap - information gathering, planning, design, development, testing and delivery and maintenance. Extremely passionate towards web development and design combined with sensitivity to serve the needs of the business balanced with the delivery of high quality solutions

Work Experience

Software Developer

Quadrint, Inc.

June 2020 to Present

- Develops user interface (UI) for government client's HR analytics platform by implementing designs as part of a cross-functional team using React, JavaScript, Material UI, and CSS.
- Integrates the Matomo Open-Source analytics platform into current processes allowing no degradation in service.
- Improves user experience (UX) for managers by building custom data-driven visualizations using Recharts.js.
- Creates rapid prototypes from wireframes and high-fidelity mockups using modern front-end frameworks HTML, CSS, JavaScript, and React.
- Provides oversight through design review, code reviews, and pair programming with our engineering team.
- Assist DevOps teams with continuous integration by uploading code to Amazon Web Services (AWS).

IT Specialist II - (CTR)

U.S. Naval Research Laboratory

February 2019 to June 2020

(1 year 5 months)

- Maintained 800+ computers with various operating systems (Windows 10, Linux, Mac OSX); upgraded them when needed; repaired computer hardware.
- Help coordinate project management for team members and as directed for specific projects. Maintain contact with users, department managers and directors, and upper-level management personnel.
- Create and configure BAT file script for update automation.
- Generate BigFix web reports.
- Built and imaged users workstations, including creating user accounts and profile, setting up security and installing anti-virus, and verifying that all required software was loaded and optimized.
- Maintained records of daily IT transactions, problems and remedial actions taken with BMC Track-IT.
- Commended for quickly resolving complex issues including system crashes, network slowdowns, connectivity problems, security breaches, virus infections and more.
- Mapping policy, standards, procedures and process guideline documents to deployed and new systems.
- Configure and troubleshoot network adapter.

- Create and configure local administrator accounts on laptops and PC's.
- Install, configure, test and maintain operating systems, applications software and system management tools.
- Identifying gaps and risks on systems and making recommendation on remediating solutions.
- Coordinated with cross discipline team members to make sure that all parties are on track with project requirements, deadlines, and schedules.
- Utilizing BigFix for endpoint management.
- Configure Cisco AnyConnect VPN.
- Troubleshoot Cisco AnyConnect VPN.
- Image and configure secure host baseline for executive computers.
- Mac OSX Image and configuration.
- Provide telephone, in-person and remote/online support to end-users.
- Configure McAfee Virus Console.
- Troubleshoot McAfee Virus Console.
- Install servers in rack.
- Automate SQL server backups.
- Update and configure DoD PKE InstallRoot.

IT Specialist I - (CTR)

Defense Information School

January 2017 to February 2019

(2 years 2 months)

- Closed 95% of trouble tickets on the first call without escalation. Awarded "Service Desk Belt" three times for win.
- Maintained 2000+ computers with various operating systems (Windows 10, Mac OSX, iPads, iPhones); upgraded them when needed; repaired computer hardware.
- Using own knowledge and judgement, troubleshoot and resolved any user's issues; communicated with clients via email and/or telephone; provided extraordinary customer service.
- Collaborated with the network team in order to develop and implement new procedures which increased and significantly improved workstation and operating systems.
- Commended for technical, analytical and problem-solving skills; effective task prioritization; and customer service orientation.
- Held regular technical team meetings to determine progress and address any questions or challenges regarding projects.
- Closed 95% of trouble tickets on the first call without escalation. Awarded "Service Desk Belt" three times for win.
- Remote into machines with DameWare and successfully resolved customer issues in a timely fashion.
- Migrated PII information from one network to another in a secure fashion.
- Configured BIOS settings to ensure the image goes through.
- Disabling, deleting, resetting password in AD.
- iPad presentation for students and instructors for in processing.
- Configure, install and repair computers, software, communications devices and peripheral equipment.
- Train site personnel in proper use of hardware/software. Build specialized interconnecting cables.
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Deliver a high level of customer service and professional interaction with internal customers, management, and administration. Provide technical support and resolve problems to the end user's satisfaction.

IT Specialist Intern

Defense Media Activity

January 2016 to December 2017

(2 years)

- Created reports for the networking team.
- Consistently met deadlines and requirements for all production work orders.
- Installed and configured software and hardware.
- Successfully configured kiosk mode for students.
- Ran cabling throughout building and rooms.
- Documented and researched kiosk mode for students.
- Answered phone calls and resolved technical issues.
- Changed RAM and HDD in PC.
- Configured BIOS settings to ensure computer image is successful.
- Assist in preparing information and research materials; create and maintain PowerPoint presentations.
- Take notes and memos during meetings; type documents, drafts, and reports; sort and manage files.
- Run general industry related errands.
- Manage databases and input information, data, and records.
- Research and gather documentation on company position in the industry.
- Set up, break down, organize, and maintain conference rooms, training rooms, and meeting rooms; update company calendars.
- Attend company functions and networking events.
- Shadow multiple office positions and train in a variety of tasks

Education

Bachelor's Degree in Computer and Information Systems Security/Information

Southern New Hampshire University

2014 to 2018

Skills

- JavaScript
- CSS
- HTML5
- Web Development
- Web Design
- Programming
- MySQL
- Git
- Agile
- User Interface (UI)
- Node.js
- AWS

- Bootstrap
- APIs
- REST
- React
- GitHub
- Scrum
- Docker
- Linux

Links

<http://linkedin.com/in/austinkg>

Awards

Team Titan Award

May 2021

This award is to recognize: Austin Garcia
Austin went above and beyond this sprint by taking the initiative to pivot to taking on all of Mike's tickets that were left unfinished while on vacation AND completing his entire workload. His contributions and great attitude are a valuable asset to the team. We also want to thank him for being a team player who makes himself available to stepping up and taking on extra work as a progress to crunch time on HRLink's 2.0 release. Your extra effort does not go unnoticed, so keep on keepin' on, Austin!

PI 5 Sprint 3 | HR Source Team Helios

Team Titan Award

March 2021

This award is to recognize: Austin Garcia
for continually completing all of his planned user stories for every sprint. This sprint, in particular, he accomplished user stories across multiple top initiatives for our PO: HRLink Redesign, FBIJobs Interim Brand Launch, and HRLink O&M tasks. We want to especially thank him for assisting with pulling the latest HRLink stats for the EAD demo on 3/29. Austin, thank you for always stepping up to complete your developer tasks in a timely and error-free manner. Keep it up!

PI 4 Sprint 4 | HR Source Team Helios

Certifications and Licenses

CompTIA Security+

Microsoft Certified SAFe® 5 Practitioner

Scaled Agile, Inc. Issued Sep 2020