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# JUAN GARCIA

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Cell - 416-357-1178  
Alt Cell - 647-915-5612  
jandrresg@gmail.com

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94 Forest Fountain Dr  
Woodbridge, Ontario  
L4H 1S4

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[bit.ly/jandrresgLinkedIn](https://bit.ly/jandrresgLinkedIn)



[bit.ly/jandrresgGitHub](https://bit.ly/jandrresgGitHub)



[jandrresg.github.io](https://jandrresg.github.io)

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## Profile

Seeking a position in an environment that will help improve my skill sets and propel the department and organization forward. My objective is to show my passion and my drive to scale up technology and enhance or implement systems in order to maximize efficiency for employees and customer.

## Experience

### **Systems Support Specialist, Montcrest School | Toronto, Ont. 2016-Present**

- Provide support to staff and students with in-class Apple and Google technology
- Administer the schools G Suite and Mobile Device Manager along with server level systems (Unix/Linux/Windows)
- Repair and upgrade damaged or defective student and faculty devices/portables on an ad hoc basis
- Implement systems that enable the technology department to increase our efficiency
- Manage local and cloud backups of important Mac Operating System environments and users
- Document and track meticulously all process with efficient and detailed documentation to improve organization

### **Freelance Consultant, EGH Consultants | Woodbridge, Ont. 2015-2016**

- Integrate with companies and understand their needs and provide the best solution
- Researched, evaluated and tested new technologies for possible solutions
- Provide solutions to companies in various sectors to create print and digital content for their business.
- Take the initiative in providing ongoing support with technological and design solutions
- Improve the best customer satisfaction with suggested technology implementation and designs in their end product solutions

### **Junior Technologist, Earth Rangers | Vaughan, Ont. 2012-2014**

- Provided support for employees, troubleshooting, maintenance, upgrades and workstation repairs
  - Handled the arrival and departure of employees by setting up their workstation, badges, and user information
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- Praised for generating a complete seating map with critical information of employees and keeping track of there as time progressed.
- Maintained back-ups of key computer systems and mission-critical user systems
- Aided in deploying and rolling out new organization-wide and user projects to ensure the increase in productivity.

***Building Science Intern, ERC Showcase | Vaughan, Ont.*** **2010-2011**

- Coordinating with IT staff to design and maintain the network with new building automation devices leading to providing the best end user experience.
- Had to keep to security protocols and principles as well as keep confidentiality with future projects and product partnerships.
- Reviewed invoice to check consistency as well as meet with potential maintenance vendors in order to use the budget efficiently
- Collaborated with facilities team to brainstorming execute improvements office environments for employees to work more efficiently
- Developed efficient programs that interacted with automation controllers in order to have a more efficient heating and cooling system.

**Education**

**2010 - 2012** **York University** **Toronto, Ontario**

- B.A. - Major in Computer Science | Focusing on Intelligent Systems
  - Areas of concentration: Cryptography, Artificial Design

**2012 - 2017** **York University** **Toronto, Ontario**

- B.A. - Major in Information Technology | Information & Society Stream
  - Areas of concentration: Systems Design, Media Studies, UI/UX Design, Graphic Design, E-Business & E-Commerce

**2017-2018** **Blackbaud University** **Toronto, Ontario**

- Blackbaud Certified Professional
  - Areas of concentration: Raiser's Edge, Database Management, Crystal Reports, Data Analysis & Extraction

**Skills**

Web Development & Design, Computer Security, Technology Deployment, Adobe Ai/Ps/Dw, Database Management, Linux/Unix, OSX/macOS, Windows

**Extracurricular Experience**

**2015 - Present** **UofT Medicine Interactive Fellowship Map** **Toronto, Ont.**

- Used my UI/UX design skills to create a web based interactive map.
- Map showcases Fellows enrolled in the Medical Department by appropriate countries.
- Used JS libraries that would enable the map to follow of UI/UX standard.

**2012** **Weather Parsing Application (ERC Showcase)** **Toronto, Ont.**

- Proposal for making the HVAC system more efficient

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- Generated a simple backend program that helped in improving the buildings efficiency and leadings to the LEED Platinum Certification Standard

#### Certifications

- G-Suite Administrator (GSA) Certification, *Google* 2017
- Apple Certified Mac Technician (ACMT) Certification, *Apple* 2017
- Apple Certified iOS Technician (ACiT) Certification, *Apple*, 2017
- Raiser's Edge Fundamentals Certification, *Blackbaud University* 2017
- iTech Technician, *iCracked USA*, 2015
- A+ Certification - *in progress*

#### References

- Available upon request
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