ALFREDO GARCIA

PERSONAL DETAILS

Name
Alfredo Garcia

Address
788 Elephant Lane
San Diego, CA, 92111

Phone number
(681) 204 7100

Email
example@cvmaker.com

SKILLS

- **Project Management** ●●●●●
- **Customer Service** ●●●●●
- **HIPAA Compliance** ●●●●●
- **Hardware Installation** ●●●●●
- **Software Integration** ●●●●●
- **Programming** ●●●●○
- **Multitasking** ●●●●●

LANGUAGES

- Python, PHP, JavaScript, JAVA, SQL, and C++

EDUCATION

BS - Information Technology, University of San Diego
Aug 2009- May 2013

Professional Technology expert with seven years of medical industry IT experience seeking to join Tri City Hospital's technical support team. A strong work ethic, infused with a unique ability to work independently, as a team, and to accomplish projects on time, within budget, and 100 percent HIPAA compliance. Expert at troubleshooting, diagnosing software and hardware issues, JAVA, C++, Microsoft, and HTML coding, X-ray and Imagery repairs, problem solving, customer support, and creative thinking.

WORK EXPERIENCE

Technical Support Supervisor
Sep 2019 - Present

Balboa Medical Center

Responsible for supervising a teach of technical support agents for a 250- patient trauma center in Carlsbad, California. Responsible for:

- Planning, budgeting, and implementing technical support solutions. Managed software and hardware installations, repairs, and upgrades.
- Managed budget of $2.5 million – completed all projects with a budget surplus of S350,000.
- Directed a team of six technical repair experts, provided annual performance reviews, coaching, and counseling.
- Led the successful integration of Windows- based CRM solution – with 100% compliance of HIPAA privacy standards.

Technical Support Agent
Sep 2015 - Sep 2018

Scripps Medical Research Center

Member of Scripps Medical Research Center's team of IT professionals. Provided IT troubleshooting, repairs, and technical support for a team of 450 employees. Duties included:

- Troubleshooting of Windows- based computers, cloud- based solutions, email, and communications equipment.
- Improved customer satisfaction of complete repairs and troubleshooting by 38% YTD.
- Trained 6 new IT team members on quality control standards, HIPAA privacy compliance, and company policies.

CERTIFICATES

Microsoft 365 Certified
EPIC Certification
Healthcare Information Security and Privacy Practitioner (HCISPP)

REFERENCES

References available upon request