

# Jaime Gonzalez Jr

CSR >> Help Desk >> Desk Support >> Field Service || **Tech**  
Graphic >> Video >> Audio >> 3D >> VFX || **Artist**  
Full Stack Web >> Software >> Game || **Developer**

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## EDUCATION

### The Art Institute of San Antonio, TX — B.F.A

August 2014- May 2017

Graduated with Honors for Video Production and Digital Photography

### University of Texas Pan American, TX — CIS/CS

August 2007 - December 2012

Enrolled/Studied Computer Information Systems / Computer Science

- Certified with Dell, Lexmark, lenovo, HP, and HP Enterprise

## RELATED EXPERIENCE

### CompuCom — Field Service Tech

November 2021 - Est. February 2022 (3 month contract)

On-Call IT support for several local retailers. Log and meet all required SLA's, IMAC, and Break-Fix. Repaired POS, PC, Printers, and Servers.

### Advanced Medical Lab — Full Stack Developer

December 2020 - November 2021

Created mobile, web, and desktop apps including the patient portal. Worked with .NET, Vue.js, C#, PHP, MySQL, and RESTful API workflow.

### Accenture — Help Desk Support

March 2018 - December 2018

Tier 1 technical support for over 300 in-house employees. Worked with Active Directory, VPN, and Service Now.

### Hello Tech — Field Service Technician

January 2017- March 2018

Provided On Call technical support. Diagnosed, installed, repaired, and upgraded hardware and software for clients in 100 mi radius.

### CiCi's Pizza — Graphic Designer

January 2015 - December 2018

Created visual concepts, graphics and promotions for print and web. Abided by corporate guidelines for all designs and social media promotions.

## PROFICIENT LANGUAGES

Front End: HTML, CSS, Javascript  
Back End: C#, .NET, NodeJS, PHP  
DB: MongoDB, MySQL, SQLite

## PREFERRED FRAMEWORKS

jQuery, Vue.js, NuxtJS, Vuetify,  
Quasar, GraphQL, Capacitor,  
Cordova, Wordpress, Strapi

## USED LANGUAGES/Frameworks

Angular, React, Bootstrap, Java,  
ExpressJS, ASP, Swift, Typescript,  
Python, C++

## LINKS

LinkedIn:

<https://www.linkedin.com/in/jaimegonzalezjr/>

Github:

<https://github.com/LNSFLIVE/>

Stackoverflow:

<https://stackoverflow.com/users/2589704/LNSFLIVE>

Soundcloud:

<https://soundcloud.com/prjktstripes>

## DESIGN / SOFTWARE TOOLS

Adobe Creative Suite  
VSCode / Visual Studio  
Android Studio/ Xcode/Docker

## AUDIO TOOLS

Pro Tools / Studio Live / Ableton /  
FL Studio / Logic/ Wwise

## 3D / GAME DESIGN

Blender / 3dsMax / Maya  
Unity / UE4  
Substance Painter / Quixel

# OTHER WORK EXPERIENCE

## **Mission Dermatopathology**

**02/2019 - 1/2020**

### *Lab Technician*

- Perform routine and non-routine tests
- Receive, collect, and accession biopsies
- Perform quality control and calibrate equipment

## **Media Bar Productions - San Antonio, TX**

**01/2016 - 03/2018**

### *Production Assistant*

- Camera operator and Audio recorder for events/commercials
- Provided Studio lighting and B-roll footage

## **Volt**

**01/2014 - 12/2014**

### *AppleCare Specialist*

- Provide product and technical support of AppleCare products
- Remote Help Desk support

## **Teleperformance**

**01/2013 - 12/2013**

### *Desktop Support*

- Logged SLA activity with Service Now
- Installed, diagnosed, repaired, and maintained all hardware.

## **Taqueria el Zarape**

**08/2006 - 12/2012**

### *Dedicated Field Service Technician*

- Maintain, Order, Troubleshoot all equipment
- Provided 24/7 On Call Support to over 10 Restaurants