

ERICK DAVES GARCIA PEREZ

TIER 2 IT SUPPORT | APPLICATION SUPPORT | MOBILE DEVELOPMENT

Santiago de los Caballeros, Dominican Republic | English and Spanish

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PROFESSIONAL SUMMARY

Bilingual Tier 2 IT support, application support, and software development professional with project experience through Orion Tech and Insoltech, plus private product work. Hands-on across Windows, Linux, macOS, VMware, networking, system administration, security, Flutter, Dart, and frontend technologies. Google IT Support certified and able to investigate incidents, document resolutions, and communicate clearly in English and Spanish.

CORE TECHNICAL SKILLS

Technical Support: Tier 2 troubleshooting, incident triage, escalation, hardware and software support, remote assistance, technical documentation

Operating Systems: Windows, Linux, macOS

Virtualization: VMware virtual machines, operating system testing, isolated lab environments

Development: Flutter, Dart, Android fundamentals, JavaScript, React, HTML, CSS, responsive design, debugging, testing

Cloud and Servers: AWS fundamentals, Windows Server 2016, Linux development environment, terminal and command line

Networking and Security: TCP/IP, DNS, DHCP, Wi-Fi, Cisco device and data-forwarding fundamentals, IT security

Service Delivery: Customer service, root cause analysis, knowledge base documentation, issue ownership, clear technical communication

PROFESSIONAL EXPERIENCE AND SELECTED PROJECTS

Orion Tech | Software Project Contributor | Parqueate Bien | Duration: 3 months

- Contributed to the Parqueate Bien demo project during a three-month engagement with Orion Tech.

Insoltech | Software Project Contributor | Caja de Ahorros

- Contributed to Caja de Ahorros, a banking application for Panama.

Private Project | Todo Mercado

- Worked on an online-auction application designed around digital bidding and marketplace activity.

Private Project | Traqueano

- Worked on an application connected to animal-mounted GPS devices for livestock tracking and monitoring within designated farm areas.

APPLIED TECHNICAL SUPPORT

- Diagnose operating system, application, hardware, and connectivity issues across Windows, Linux, and macOS using an intake, reproduce, isolate, resolve, and document workflow.
- Configure and troubleshoot VMware virtual machines, Linux development environments, Windows systems, command-line tools, and basic Windows Server scenarios.
- Analyze TCP/IP, DNS, DHCP, Wi-Fi, Cisco device, and data-forwarding concepts to isolate common network failures and prepare useful escalation evidence.

CERTIFICATIONS AND TRAINING

- Google IT Support Professional Certificate - Google / Coursera, 2023
- Introduction to Software Engineering and Introduction to Mobile App Development - IBM / Coursera, 2026
- Get Started with Android App Development - SkillUp / Coursera, 2026
- React: Working with Higher Order Components - Coursera Project Network, 2026
- Junior Full Stack Developer Training Program - Alterna Academy, 2024
- Networking Basics assessment and three computer-networking projects - Cisco Skills for All / Coursera, 2023
- Windows Server 2016 introduction - JGAITPro, 2023 | AWS, Linux, JavaScript, HTML/CSS, Frontend and Mobile First coursework - Platzi, 2023
- Visual Programmer, Linux Operating System Operator, and Office Programs Operator - INFOTEP, 2017

EDUCATION

Technical High School Diploma in Information Technology | Fausto Jimenez Educational Center, Santiago, Dominican Republic

Technical and Vocational Education | Completed 2010 | Official certification issued by MINERD in 2024

LANGUAGES

Spanish: Native | English: Professional working proficiency | English Studies Diploma - New York Center Institute of Languages, 2009