

35329 Carricitos Trail,
San Benito, TX, 78586
Phone: (956)742-3883
Email: enr.gar85@gmail.com

Enrique Garcia

Objective:

To obtain an entry level position within a laboratory, where I may be able to apply my degree and excel in my duties within the company. I plan to continue my education while employed, to help enhance my proficiency and continue to advance within the field and the company.

Education:

Texas State Technical College-Harlingen
AAS degree in Chemical/Environmental Technology
Degree completion- December 2010

San Benito High School
High School Diploma
August 1999 – May 2003

Degrees, Certificate, and Awards:

AAS-Chemistry degree
Awarded 2011

HAZWOPER certificate
Awarded 2006, 2007

Shell merit scholarship award
Awarded 2005-2007

Texas scholar award
Awarded 2003

Texas high school distinguished diploma
Awarded 2003

Work Experience:

Advanced Call-Center Technology - Sept. 2009 - presently employed

Bank of America – E-commerce risk management & on-line fraud analyst

- Monitor & review on-line transactions for possible fraudulent activity
- Verify customer identity when making contact, and to detect if the contact is a fraudulent user of the account
- Bilingual agent

Scoreboard Sports Bar and Grill - Apr. 2009 - Jul. 2009

Daytime bartender

- Tracked stock usage and made orders for more beverages
- Maintained customer satisfaction through communication skills and attentiveness

Tele-Performance Call-Center - Dec. 2007 - Aug. 2008

Sprint communications. Customer service representative

- Assisted customers with technical trouble shooting on devices
- Billing and account information and service
- Bilingual customer service representative

Mr. G, Firework dist. - 2003 - 2009

Seasonal distribution stand operator

- Management and operation of distribution stands
- Stock inventory and break down of stand

Echo Star - Nov. 2003 - Feb. 2004

Customer sales representative and cold sales representative for Dish network

- Made contact with non-customers who had no known prior interest in the product, and attempted to make a sale to the prospective customer
- Received calls from prospective customers who had prior knowledge of the product and wished to subscribe to the service

Foot Star (Foot Action) - Jul. 2002 - Jun. 2003

Sales representative

- Stocked inventory
- Provided information on products in the store
- Assisted customers with purchases

San Benito Consolidated Independent School District - Aug. 2001 - May 2002

Mentor and teacher assistant

- Assisted the teacher in daily class room activities
- Computer lab assistant instructor
- Mentored elementary students and assisted in education

Analytical and Quantitative analysis Experience:

- Hewlett Packard 5890 series II GC
- Hewlett Packard 3396 & 3392b series integrators
- Gow-Mac Gas Chromatograph series 350 w/ (TCD)
- HPLC Tracor 950 Isocratic Chromatograph Pump w/ Water 484 Tunable Absorbance Detector
- Perkin Elmer 3030 atomic absorption Spectrophotometer
- Buck Scientific model 500 UV/VIS Spectrophotometer
- Buck Scientific model 500 IR Spectrophotometer
- Allied Fisher Accumet pH Meter Model 805 MP
- YSI model 33 Salinity/ Conductivity Meter and Probe
- YSI model 5000 Dissolved Oxygen Meter
- HACH DR 3000
- ASTM Batch Distillation Apparatus – D86
- Shell Cup and Cannon-Fenske Viscometers
- Precision Kinematic Viscosity bath
- Seiko Digital Scanning Calorimeter
- Fisher- Johns Melting Point Apparatus
- Mettler P1000 Decigram balance
- Abbe Refractometer

Organizations & Affiliations:

Texas State Technical College Peer Mentor Program- Jan. 2006- Aug. 2007

- Assist incoming freshmen students become familiar with student life
- Time management skills.
- Keeping up with new students performance and providing recourses, along with tips and advice for maintaining a balanced college life

Chemical/Environmental Technology Club- Jan. 2005- Dec. 2007

Student, member and graduate

- Student 2005 - 2007
- Bar-B-Que fund raisers 2006 - 2007
- Oktoberfest fund raisers 2006 -2007
- Chemical/Environmental Technology Program demonstrator and tour guide 2006-2007
- Chemical/Environmental Technology Program student recruiter 2006-2007
- Texas Adopt-a-Beach 2006 - 2007
- Texas Rio-Reforestation 2005
- Student recruiter 2005 – 2007
- Treasure 2005 - 2006

Texas State Technical College Recreation dept. yoga club- Jan. 2005- Aug. 2006

Student assistant

- Assist yoga students with proper form and stance
- Maintaining a clean facility for the class

References:

Robert Hernandez, TSTC Instructor/Department Chair, (956) 364-4000.

Role Flores, TSTC Instructor, (956) 364-4000.

Alfonso Guillen, TSTC Instructor, (956) 364-4000.

Joseph Guillermo, Supervisor, A.C.T. Call Center. (956) 366-4000 2yrs.