

# ALAN GARCIA

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## SUMMARY

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Technology visionary with ten years of experience in information technology, networking, web design/development and CRM, systems, and database administration. Strong leadership experience in both professional and extra-curricular settings.

## EDUCATION

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**Bachelor of Business Administration - Information Systems**  
**UNIVERSITY OF TEXAS AT SAN ANTONIO, Aug 2011 - May 2016**  
- GPA: 3.45

## EXPERIENCE

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### Founder

**AlnAndr IT, LLC August 2011 - Present, San Antonio, TX**

- Offer professional IT consulting, web hosting, full-stack web development, design, and traffic optimization to clients, local and remote.
- Develop and deploy blockchain smart contracts for various non-fungible token (NFT) projects on several chains.
- Manage the monetary operations for an enterprise mobile app development studio.

### Web3 Consultant (Remote)

**SiteSupply September 2021 - January 2022, New York, NY**

- Provided support for Web3 Q&A (answer questions, host calls, offer subjective opinions on certain projects, etc.) for the SiteSupply community.
- Published NFT project release guides, release recaps as well as release updates (when members should start to consider selling, updates on market/floor prices for mentioned projects, when whales/notable individuals buy into projects, etc.).
- Hosted calls with Discord community members and moderators (Live Release Calls, Recap Release Calls, Support Calls, Q&A, etc.).

### Salesforce Administrator and Technology Liaison

**Easy Expunctions October 2018 - August 2021, San Antonio, TX**

- Supported the company with the proper and successful implementation and migration to Salesforce from their legacy CRM solution within 6 months and led on improving all aspects of Sales Cloud, Service Cloud, and Marketing Cloud to align with the nature of the business and meeting the needs of operations and management systems departments.
- Managed over 25 users (both in-office and remote) and led all training, troubleshooting, and critical feedback efforts to improve the overall Salesforce Lightning experience, developing, designing and implementing various custom objects, processes, flows, Apex classes and triggers, and workflow rules in an effort to increase productivity and efficiency by 40% across teams.
- Implemented a powerful text messaging solution that allows sales and delivery teams to effectively communicate with existing customers to ensure they complete their record-clearing process at the government level within 3-4 months.

### Consumer Sales Lead

**Vaco/Google Fiber October 2017 - June 2018, San Antonio, TX**

- Oversaw and developed the execution of the acquisition strategy for single-family homeowners in San Antonio by supervising the daily activities and performance of 8 brand ambassadors, coordinating the placement and operation of remote retail locations and conducting miscellaneous research projects.
- Coordinated the scouting of upcoming activation areas to support planning efforts, build & maintain relationships with community leaders, and ultimately drive high conversion rates (>60%) that exceed predetermined goals.
- Increased revenue from new customer acquisition by 20%.