

Alejandro Garnreiter

Programmer Analyst

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Programmer Analyst with a B.S. in Computer Science and seven years of professional IT experience, including more than three years in software development. Responsible for developing, maintaining, testing, and documenting more than ten web-based applications used for cancer research and care at a leading medical institution. Applying a demonstrated capacity to implement programming best practices, learn quickly, administer highly sensitive data responsibly, and collaborate in a team-based environment, as well as exceptional written and oral communication skills.



Work History

2019-08 - Current

Programmer Analyst

The Johns Hopkins University School Of Medicine, Baltimore, MD

- Develop, maintain, test, and document web-based applications used for tasks such as transmitting medical study data to the National Cancer Institute and logging patient-social worker interactions
- Implement simple and intuitive web interfaces with Adobe ColdFusion, HTML, JavaScript, jQuery, CSS, Bootstrap, and jQuery UI
- Construct database schemas and efficient queries for accurately manipulating data using Microsoft SQL Server, Oracle SQL, and MySQL
- Parse reports to extract medically useful data using regular expressions
- Resolve errors promptly and proactively neutralize similar errors that may exist in other applications
- Fulfill client-requested feature changes
- Update applications inherited from other developers to conform to team's best practices
- Protect integrity of highly sensitive patient medical data by complying with HIPAA regulations

2015-12 - 2019-07

Service Desk Technician / NOC Technician / Support Specialist

Xpertechs, Managed Services Provider, Ellicott City, MD

- Collaborated with team members in a fast-paced environment to deliver correct, thorough, and timely resolutions to concerns regarding a diverse array of technology platforms, including SharePoint and Office 365 applications, to thousands of end-users
- Provided courteous, patient, and empathetic remote support, maintaining a 98.3%-positive satisfaction score over more than 700 client reviews

- Automated tasks by writing, testing, and implementing batch, PowerShell, and ConnectWise Automate scripts
- Monitored the networks of dozens of clients and managed thousands of workstations and servers using remote monitoring and management software
- Represented the company in person during hundreds of onsite client visits to set up equipment and resolve incidents not addressable remotely
- Maintained, updated, and improved key processes for automated client workstation configuration
- Performed hundreds of ready-out-of-the-box PC setups, which included software and hardware installation
- Documented processes and information in concisely written and clearly diagrammed knowledge base articles



Education

2010-08 - 2015-05

Towson University, B.S. in Computer Science

Relevant Coursework

- Computer Science: Object-Oriented Design & Programming (Java), Introduction to Computer Sciences I-II (Java), General Computer Science (C++)
- Mathematics: Introduction to Statistical Methods, Calculus I-III, Differential Equations, Discrete Mathematics