**Mario Garcilazo**

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**EDUCATION**

**Indiana University (Current)** South Bend, Indiana

Informatics with cognate in Business Candidate

**PROFESSIONAL EXPERIENCE**

**ResourceMFG (Formerly Employment Plus Inc.)** Bloomington, Indiana

Customer Support September 2013-Present

* Identify, research, and resolve customer issues using CRM computer system
* Provide customers with products and service information; Interview and schedule new associates
* Recommend process improvements; Recognize, document trends in customer calls

**Middle Way House, Inc.,** Bloomington, Indiana

Mentor/Tutor   September 2011- 2013

* Developed social and academic skills with students ages 4-14
* Provided educational events/games that would improve reading/math skills
* Worked with adolescents that were in economical, physical, and emotional distress.

**Leadership Experience**

**Communications Chair for LEC (Latino Enhancement Cooperative at IU)** Sept. 2013- May2015

* Create/Update/optimize current LLIC and LEC website (web developer)
* Work hand in hand with other comities to create a once a year coalition for the Latino community in Indiana and Festival Latino
* Publicize events through different social media platforms and in person call out meetings.

**CCL Youth Mentoring Program (Co-Chair/Mentor)** Sept. 2013- May 2015

* Community outreach to local high school students and advocate the importance of obtaining a college education.
* Create a relationship where the high school students can turn to the mentors for guidance, information on resources and as a social outlet.

**Dream IU (Advocacy member)** Sept.2011- May 2012

* Lobbied against anti-immigrant legislation in the Indiana General Assembly
* Advocate for the federal DREAM Act
* Passionate commitment to social justice and community engagement

**Afghan Student Association (ASA)** Sept. 2012- May 2013

**Vice president**

* Help raise awareness of misunderstandings of the Afghan people
* Sponsor and communicate with organizations and committee members within the organization

**Alma Internship Program** Fall of 2011

* Address the needs of the IU community by developing informed and skilled collaborative efforts
* Inform the university of topics & issues pertinent to the IU Latino community
* Event programming & Latino outreach

**ADDITIONAL SKILLS**

* HTML5 and PHP (Website design/management)
* Python, Swift (Full stack developer)
* Adobe Suits (Logo and flyer design)
* Network Support
* ACCESS, Word, Excel (Microsoft essentials)
* Intro to SQL and database management