

JOSHUA MENDOZA

INFORMATION TECHNOLOGY SPECIALIST / OPERATIONS / SUPPORT



PROFILE

Innovative, task-driven Information Technology Specialist with entry-level experience in web development, mobile development, and technology support. Proficient in creating user interfaces, writing and testing code, troubleshooting issues, and implementing new features based on user feedback. Open-minded individual with solid communication skills, adaptable, and a collaborative team player. Highly motivated to learn quickly and determined to provide value to the team and enterprise.

EDUCATION

CERTIFICATE OF ACHIEVEMENT IN DIGITAL MEDIA

2021 // GAVILAN COLLEGE / GILROY, CA

GPA: 4.0

RELEVANT COURSEWORK:

WEBPAGE AUTHORIZING - HTML/CSS/
JAVASCRIPT, PYTHON PROGRAMMING,
C++ PROGRAMMING, DIGITAL MEDIA
DESIGN

EXAM AZ-400: DESIGNING AND IMPLEMENTING MICROSOFT DEVOPS SOLUTIONS

EXAM: WIP // COMPLETED: MICROSOFT
BUILD: DEVOPS CHALLENGE

WORK EXPERIENCE

MORGAN HILL UNIFIED SCHOOL DISTRICT

INFORMATION TECHNOLOGY SPECIALIST

DEC 2022 - PRESENT

Responsible for technology support across designated schools in the Morgan Hill Unified School District. This involves organizing support requests from the help desk, phone support, and providing technical support to site faculty, staff and resolving computer and network technology operational issues.

VIULOGIX LLC

JUNIOR SOFTWARE DEVELOPER

JAN 2022 - SEP 2022

Worked in mobile development as well as web development. Direct contributor and collaborator on a website using Vue.js, the Quasar framework, and Google Firebase as the backend cloud computing service. During mobile development, the technologies used in our workflow were, Xcode, C#, and the React native Framework. Through hard work and demonstrating the ability to learn quickly, responsibility during each project was repeatedly increased.

OPERATIONS/PLANNING/SUPPORT

MAY 2022 - PRESENT

Currently supporting a convention planning committee by creating layouts, maps, and operating plans, for conventions up to the size of 12,000 attendees. Creating simple to follow presentations and bi-monthly review with the committee to gather feedback and make any necessary adjustments. Clear communication and attention to detail is a requirement to have precise plans and account for contingencies.

SKILLS

- JavaScript
- HTML
- CSS
- Vue.js
- Vue Quasar
- Python
- C++
- React Native
- Github
- Visual Studio Code
- Xcode
- Microsoft Azure DevOps
- Google Firebase
- Google Sites
- Google Sheets
- Google Forms
- Google Docs
- Google Slides
- SketchUp
- Basic AutoCad
- Active Directory
- Cisco Unified Communications
- Cisco Meraki
- Jamf Pro MDM
- Informacast
- Helpdesk Ticketing System
- Camera Operations
- A/V Mixer Operations
- Extron Classroom Systems
- Google Admin
- Setup/Installation of Printers
- Command Prompt
- Chromebook Repair
- PXE booting/Imaging a PC
- Miracast Support
- Microsoft Endpoint Configuration Manager
- SuperPutty
- Registry Editor
- Basic AWS Training
- Basic Networking
- Adobe Suite
 - Photoshop
 - Illustrator
 - Premiere
 - Acrobat Pro
- Microsoft Office
 - Word
 - Excel
 - PowerPoint
- PC Hardware/Software Efficiency
- iOS/MacOS/ChromeOS/Windows
- Customer Support Experience
- Fluent: English and Spanish
- Analytical Thinking
- Attention to Detail
- Resolving Technical Issues
- Excellent Communication Skills
- Adaptability
- Teamwork